Application Tracking System User Manual

"App Tracker"

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1. Welcome to Application Tracker

Coventry Health Care, Inc., continues to lead in providing valuable, benefits-focused Medicare Advantage and Part D Prescription Drug products. Our brokers and agents are dedicated to assisting beneficiaries in making the right health care choices for their individual needs.

Coventry's robust, online Application Tracking System ("App Tracker") is a key tool that assists our contracted selling partners and helps maximize efficient reporting for managing their Coventry book of business. App Tracker gives you 24 / 7 access to information about contracting status, as well as client's application status, essential production, and commission information.

This User Manual for the App Tracker provides step-by-step instruction for getting started**.** We recommend that you first focus on "the basics", or most frequently accessed information, such as the status of an application, or commission payment status. Once familiar with the general information and reporting App Tracker provides, you'll want to check out the array of specialized reports that are available.

App Tracker is a dynamic time-saver and provides information that our selling partners have indicated they rely on. Brokers and agents can access up-to-date information on their contracting status, as well as essential production, enrollment and commission information. Updated enrollment information is available approximately 3-5 days after submitting an enrollment application to Coventry.

Your **Agent Writing Number (AWN)** is your User ID for the App Tracker and is used in conjunction with a password to access the system. First-time users enter a password that is indicated in this User Guide. Once logged in, first-time users reset the password to create their own secure password.

Coventry's **Application Tracking Number (ATN)** on every submitted new enrollment application is the data you enter to access the status of client applications through our system, as well as the commission payments by Coventry.

We wish you complete success in serving the needs of Medicare beneficiaries!

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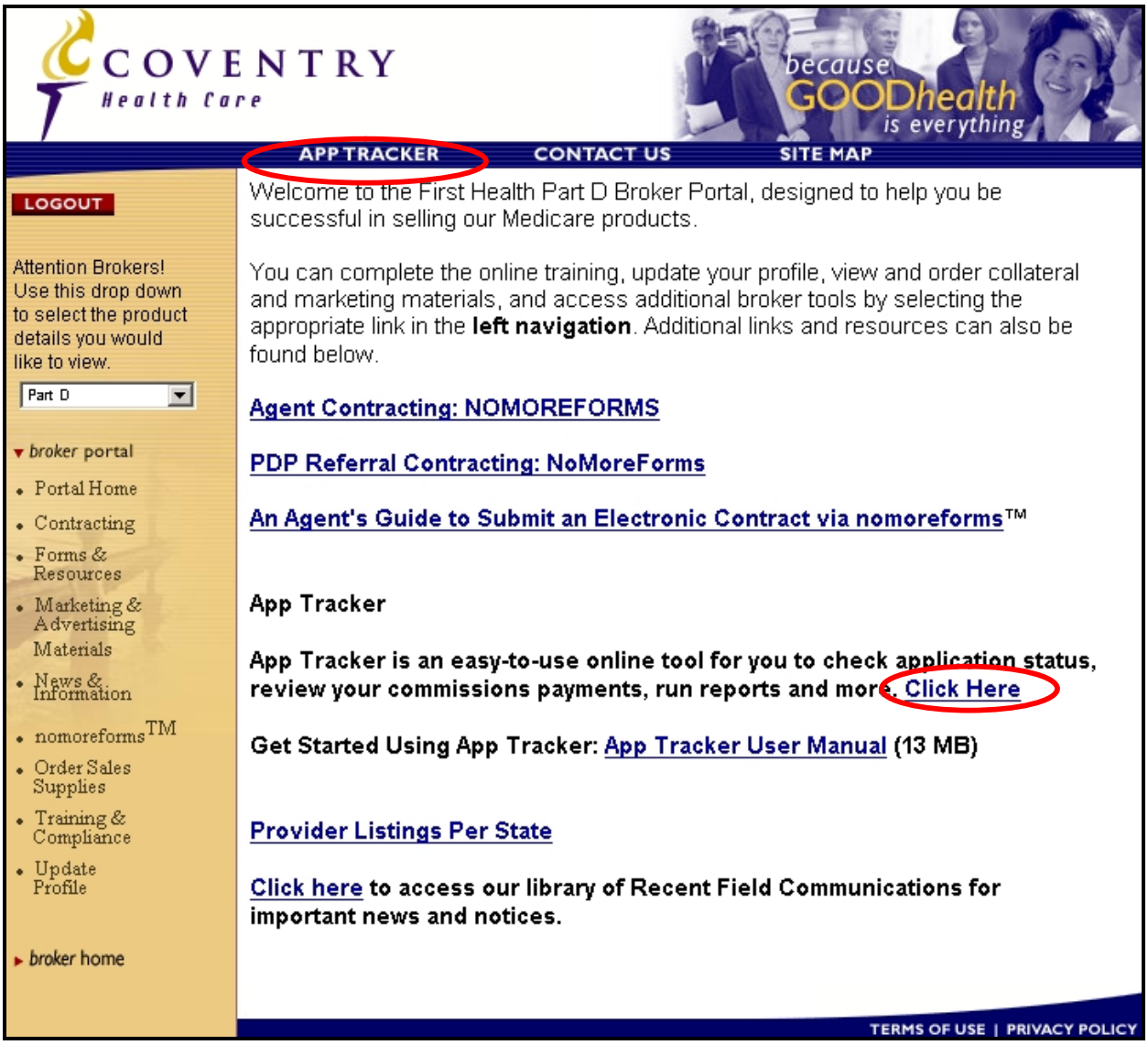
1.1 Initial Log In for First-Time User

The App Tracker System is accessible through the Coventry Broker Portal. To access the Broker Portal, go to broker.cvty.com. Once a user has logged in to the Broker Portal, the link to select is located on the Broker Portal Home Page under the section for App Tracker or on the App Tracker landing page upon selection of the App Tracker link from the header section of any page within the Broker Portal. (Look for the "Click Here" link.)


COVENTRY
Health Care
because GOODhealth is everything
APP TRACKER
CONTACT US
SITE MAP
LOGOUT
Attention Brokers! Use this drop down to select the product details you would like to view.
Part D
broker portal
Portal Home
Contracting
Forms & Resources
Marketing & Advertising Materials
News & Information
nomoreforms™
Order Sales Supplies
Training & Compliance
Update Profile
broker home
Welcome to the First Health Part D Broker Portal, designed to help you be successful in selling our Medicare products.
You can complete the online training, update your profile, view and order collateral and marketing materials, and access additional broker tools by selecting the appropriate link in the left navigation. Additional links and resources can also be found below.
Agent Contracting: NOMOREFORMS
PDP Referral Contracting: NoMoreForms
An Agent's Guide to Submit an Electronic Contract via nomoreforms™
App Tracker
App Tracker is an easy-to-use online tool for you to check application status, review your commissions payments, run reports and more. Click Here
Get Started Using App Tracker: App Tracker User Manual (13 MB)
Provider Listings Per State
Click here to access our library of Recent Field Communications for important news and notices.
TERMS OF USE | PRIVACY POLICY

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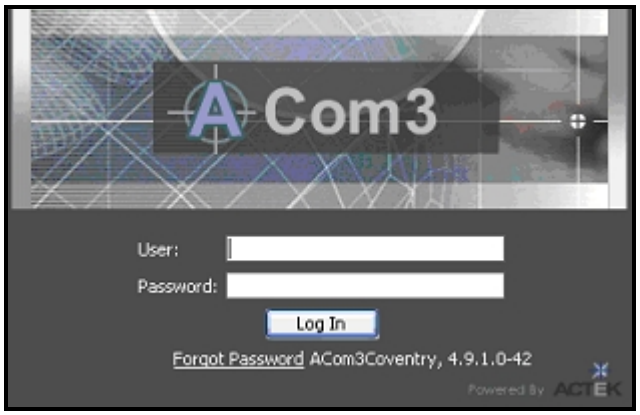


Once the user selects the link from the Broker Portal for App Tracker, they will be transferred to the log in screen where the user will enter their User ID and Password.

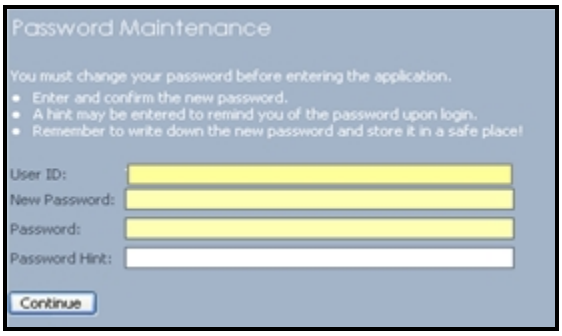
Agent

User ID: The agent's AWN is their User ID
Password: The word Coventry and the last 4 digits of the user's Social Security Number (*Example:* Coventry1234)

Admin User
Note: User is set up by agency request to allow Administrative Staff to view the status of enrollment applications and/or commission information.

User ID: Enter the User ID provided in advance from Coventry's Broker Services Department
Password: Enter the pre-assigned Password (also provided by the Broker Services Department)

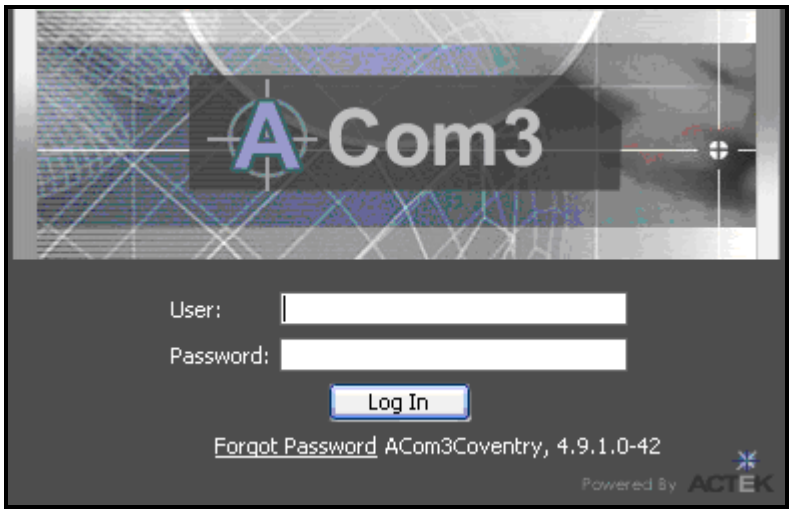
First-Time Users: After initial log on, users should follow the prompts that appear in the pop-up box to reset their password to a secure, personal password (see below).


Password Maintenance
You must change your password before entering the application.
Enter and confirm the new password.
A hint may be entered to remind you of the password upon login.
Remember to write down the new password and store it in a safe place!
User ID:
New Password:
Password:
Password Hint:
Continue

Tip: Users should enter a password hint that will remind them of the password they selected. Users are advised to keep their password in a secure location for future use. (*Example:* An agent's password is "Brandon51" and their hint is "My son and his football number".)

1.2 Log In Process

The App Tracker log in screen will be presented when a user accesses the system via the Broker Portal.



The user will enter their **User ID** and **Password** in the appropriate fields, then click on the **Log In** button to access App Tracker.

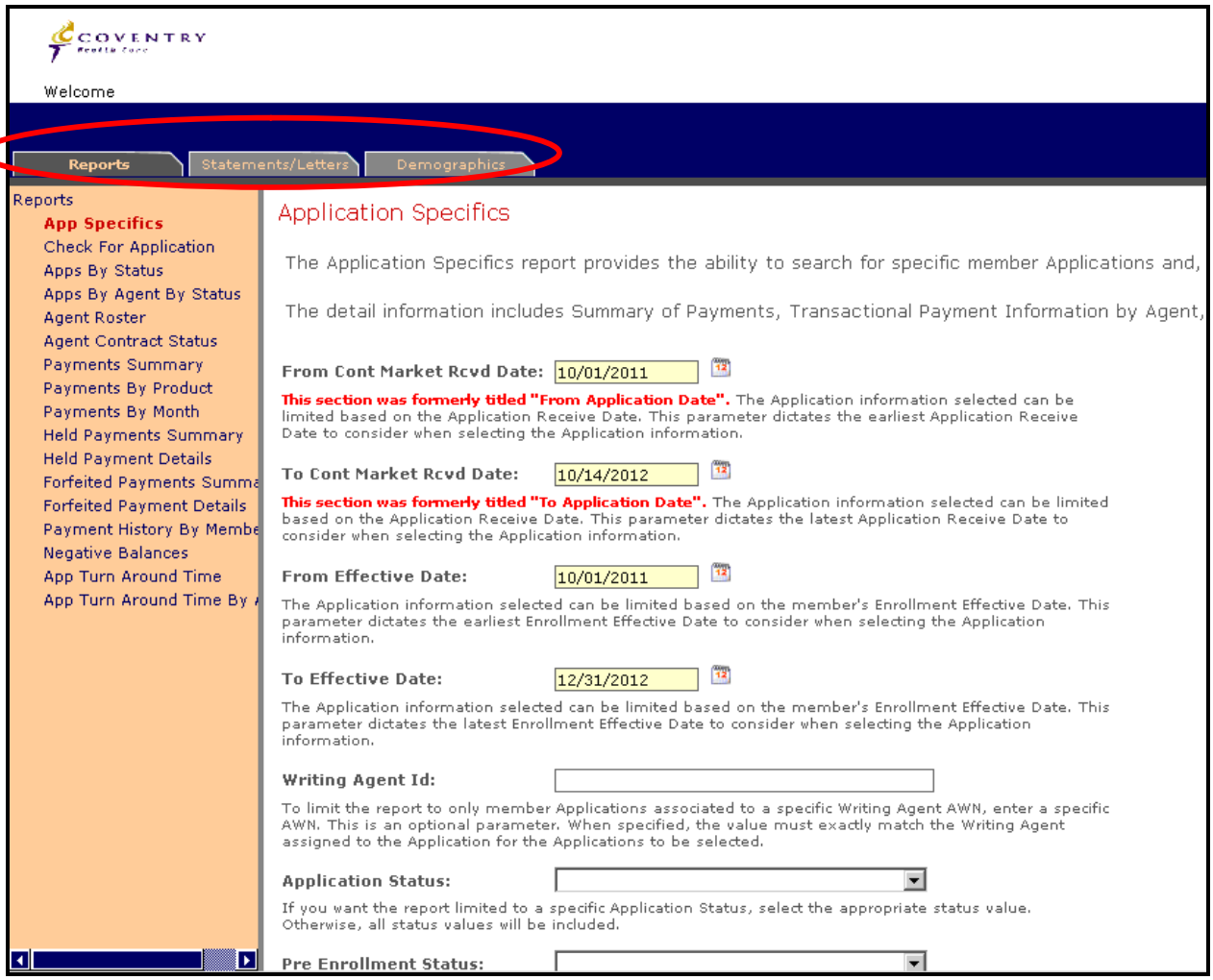
For a forgotten password, click the “Forgot Password” link that appears below the Log In button. A box will appear with the hint that was created when resetting the user’s password. If the password will not reset due to a system error or other reason, users should contact Coventry’s Broker Services Department. Please see the Quick Reference Guide located at the end of this document for contact information.

1.3 App Tracker Main Menu

This is the Main Menu of the App Tracker system. There are three tabs present on the screen:

- Reports
- Statements/Letters
- Demographics

Click on each tab to navigate to the corresponding section of available data within App Tracker.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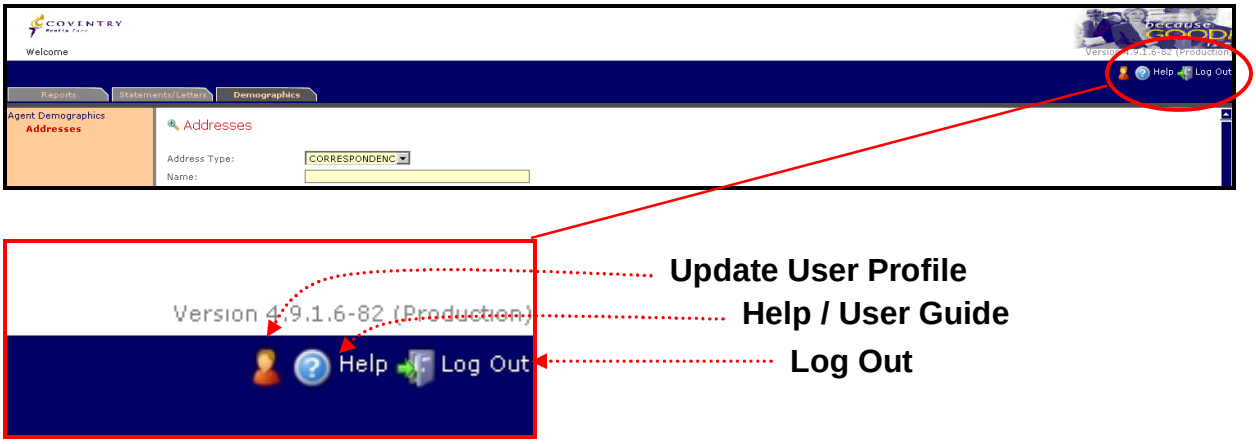
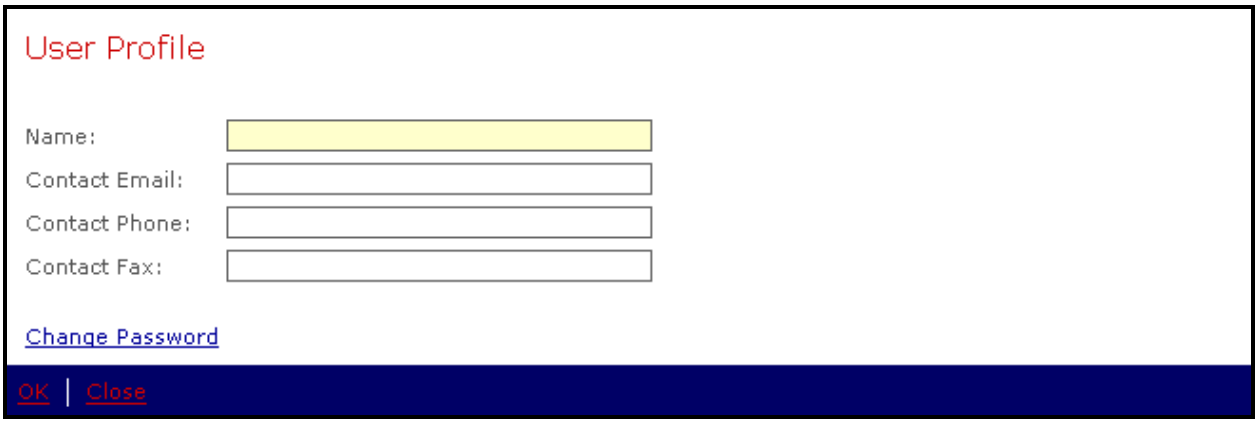
App Turn Around Time By
Application Specifics
The Application Specifics report provides the ability to search for specific member Applications and,
The detail information includes Summary of Payments, Transactional Payment Information by Agent,
From Cont Market Rcvd Date:
10/01/2011
This section was formerly titled "From Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the earliest Application Receive Date to consider when selecting the Application information.
To Cont Market Rcvd Date:
10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting the Application information.
From Effective Date:
10/01/2011
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the earliest Enrollment Effective Date to consider when selecting the Application information.
To Effective Date:
12/31/2012
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the latest Enrollment Effective Date to consider when selecting the Application information.
Writing Agent Id:
To limit the report to only member Applications associated to a specific Writing Agent AWN, enter a specific AWN. This is an optional parameter. When specified, the value must exactly match the Writing Agent assigned to the Application for the Applications to be selected.
Application Status:
If you want the report limited to a specific Application Status, select the appropriate status value. Otherwise, all status values will be included.
Pre Enrollment Status:

1.4 Basic Navigation

In the upper right-hand corner of every App Tracker screen menu there are three icons. These icons are shortcuts for various actions.



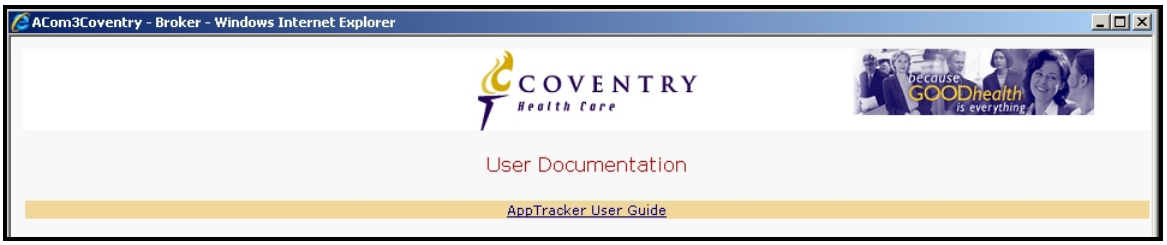
When selecting the **Update User Profile** icon the following screen will appear:



Enter the following information:

- Contact Email: User's email address
- Contact Phone: The phone number used to contact the user during business hours
- Contact Fax: User's Fax number
- Change Password: Allows the user to update or change their Application Tracker e-mail address

Selecting the **Help/User Guide** icon will open a link to this User Manual:



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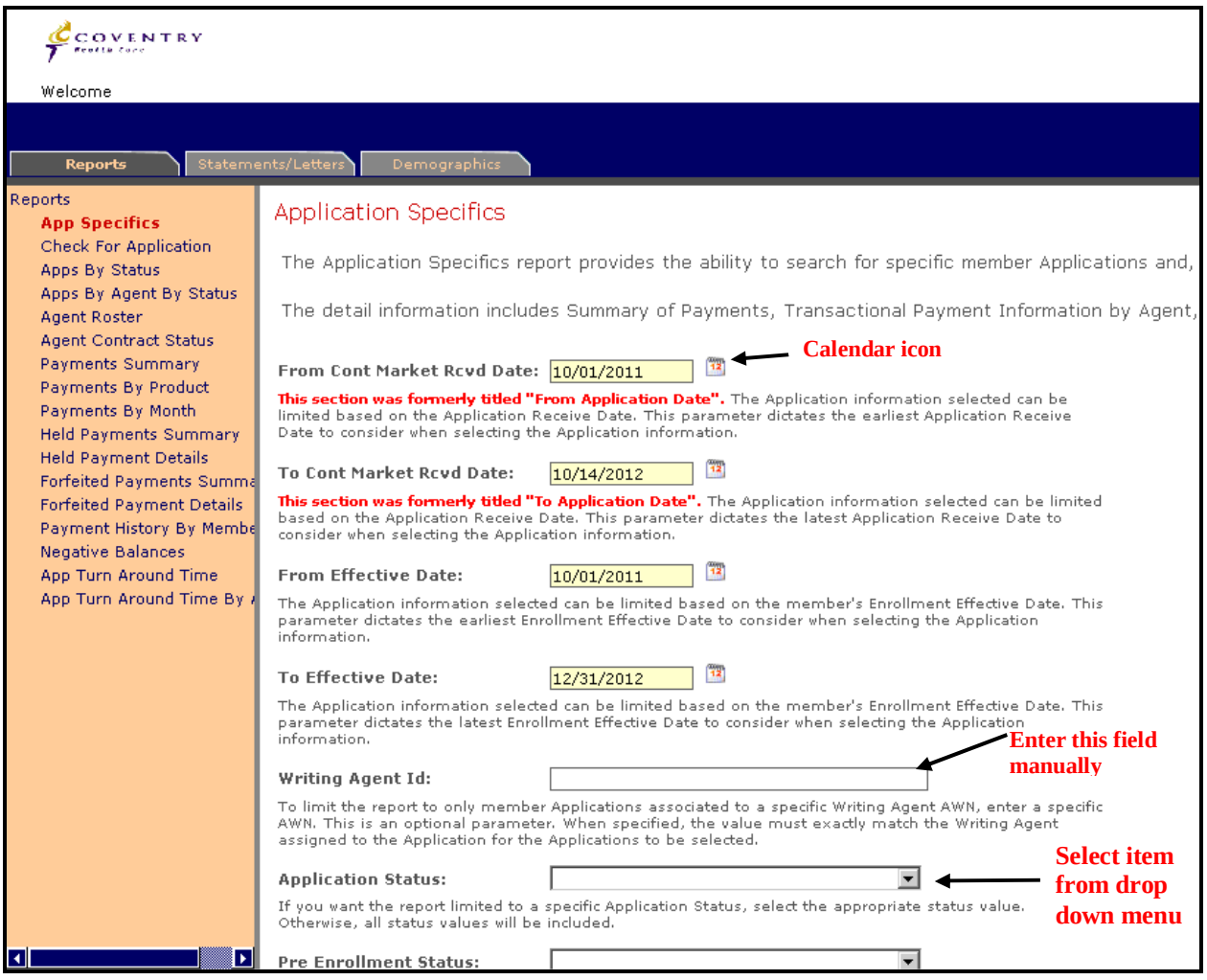
As users navigate the various screens throughout App Tracker they will notice the following consistent options:

- Run Report
- Clear

At the bottom of each main report menu are the Run Report and Clear actions. Click on either to generate the report or to clear fields that may have been entered.

Most of the screens will have required fields. These fields can be entered manually or they can be populated through the use of the calendar icons which appear to the right of every date field or through the use of a drop down menu.

- Fields that are entered manually are not case sensitive.
- Fields that are required are highlighted in yellow.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Application Specifics
The Application Specifics report provides the ability to search for specific member Applications and,
The detail information includes Summary of Payments, Transactional Payment Information by Agent,
From Cont Market Rcvd Date: 10/01/2011
Calendar icon
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To Cont Market Rcvd Date: 10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting the Application information.
From Effective Date: 10/01/2011
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the earliest Enrollment Effective Date to consider when selecting the Application information.
To Effective Date: 12/31/2012
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the latest Enrollment Effective Date to consider when selecting the Application information.
Enter this field manually
Writing Agent Id:
To limit the report to only member Applications associated to a specific Writing Agent AWN, enter a specific AWN. This is an optional parameter. When specified, the value must exactly match the Writing Agent assigned to the Application for the Applications to be selected.
Application Status:
Select item from drop down menu
If you want the report limited to a specific Application Status, select the appropriate status value. Otherwise, all status values will be included.
Pre Enrollment Status:

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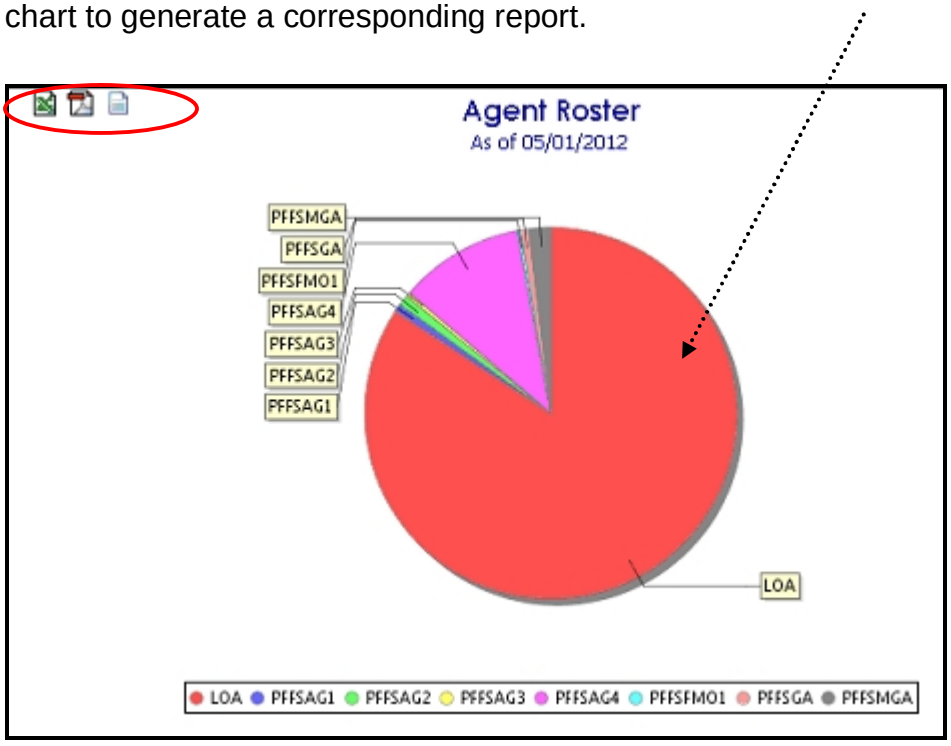
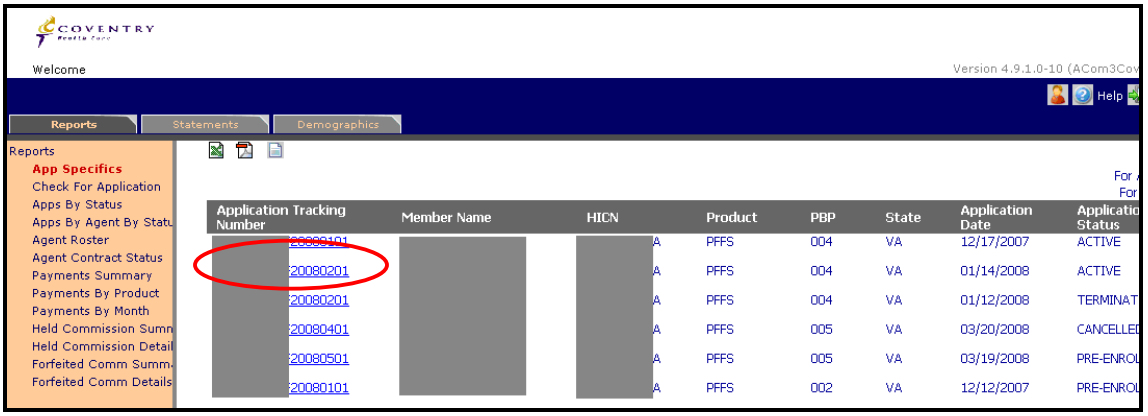
The following icons appear in the upper left-hand corner of every report (shown below):

- Ø To export data to an EXCEL spreadsheet click on the icon.
- Ø To export a report in a PDF format click on the icon.
- Ø To export a report in CSV format click on the icon.

When a pie chart graph is generated for a report users can click on any portion of the chart to generate a corresponding report.



To access more detail when generating a report, click on an underlined item within a report, as shown below.



To run a report with new parameters, click back onto the report title listed on the left-hand side of the screen. The report page will reappear with the same field settings from the previous report.

2. Reports

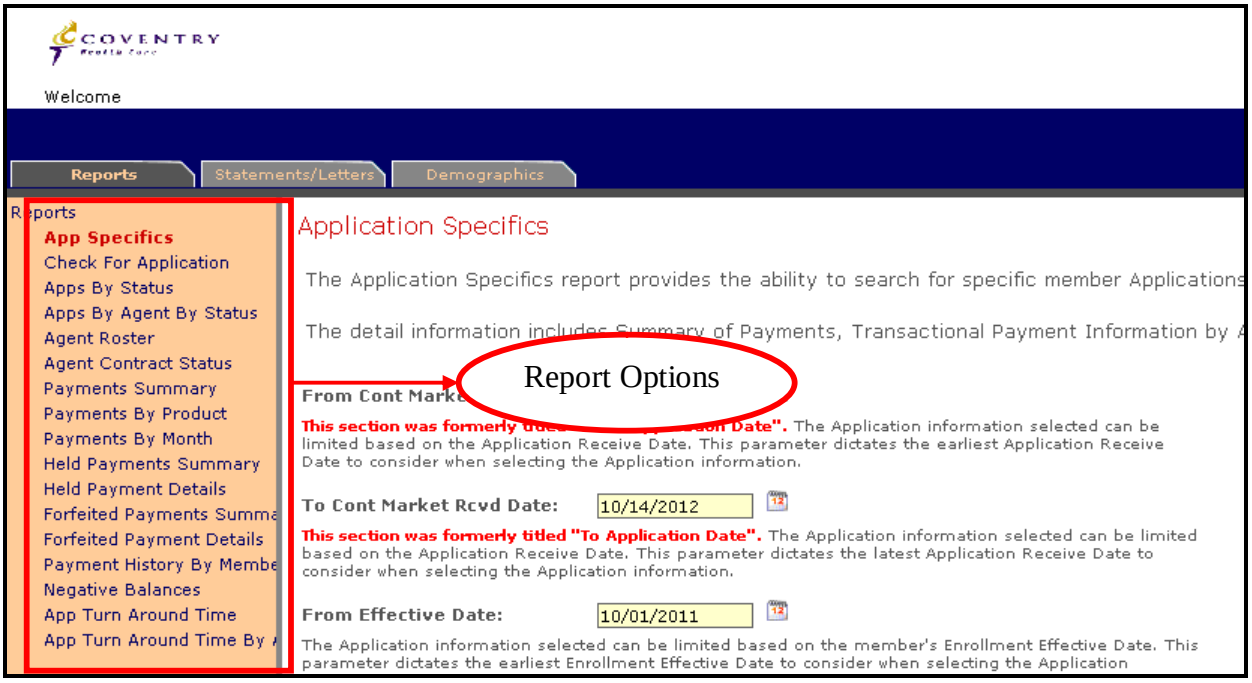
Overview of Available Reports

The first tab of the App Tracker menu is the **Reports** Tab. The reports available to the user are listed on the left-hand side of the screen. Availability of reports will be based on the corresponding privacy and security levels assigned by Coventry.

For example:

- AWN based on Distribution Partner/Marketing Organization or Admin Level 1: Access to all reports from all tabs for themselves and their down line activity.
- AWN based on agent contract level, or Admin Level 2: Access to application information only.

See the *Table of Contents* for a complete list of reports that may be available in App Tracker.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Agent Contract Status
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Application Specifics
The Application Specifics report provides the ability to search for specific member Applications
The detail information includes Summary of Payments, Transactional Payment Information by
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To Cont Market Rcvd Date:
10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting the Application information.
From Effective Date:
10/01/2011
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the earliest Enrollment Effective Date to consider when selecting the Application

Note: Users will only be able to obtain data for membership effective 01/01/2009 and forward. Anything earlier is not viewable with this application.

2.1 Application Specifics

The Application Specifics ("App Specifics") report provides the ability to search for a single member application or multiple member enrollment applications and supporting detail, according to what is specified for that particular member application.

While Application Specifics options include commission Payments Summary (by agent, and by date), use of the Payments Summary feature is not accessible based on a user's App Tracker privacy and security status for use of App Tracker, as described on page 11.

The user may utilize ten (10) data filters to seek application specific details:

- From Cont Market Rcvd Date: The system default date is 10/01/2011
- To Cont Market Rcvd Date: The system default date is 10/14/2012
- From Effective Date: The system default date is 10/01/2011
- To Effective Date: The system default date is 12/31/2012
- Writing Agent ID: Agent Writing Number
- Application Status: Drop down menu allows selection of a single status
- Pre-Enrollment Status: Drop down menu allows selection of a single status
- Application Tracking Number: Assigned to the member upon receipt of their enrollment application
- HICN: Member's Medicare ID number
- Member Name: Full or partial name search is available

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Held Payment Details
Forfeited Payments Summa
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Application Specifics
The Application Specifics report provides the ability to search for specific member Application
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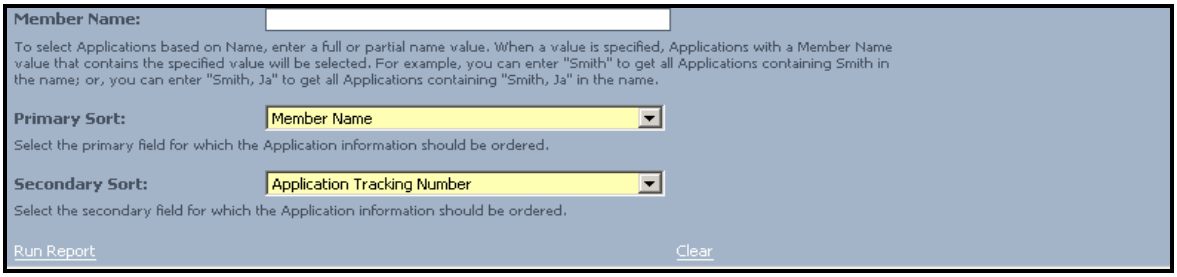
From Cont Market Rcvd Date: 10/01/2011
This section was formerly titled "From Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the earliest Application Receive Date to consider when selecting the Application information.
To Cont Market Rcvd Date: 10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting the Application information.
From Effective Date: 10/01/2011
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the earliest Enrollment Effective Date to consider when selecting the Application information.
To Effective Date: 12/31/2012
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the latest Enrollment Effective Date to consider when selecting the Application information.
Writing Agent Id:

The App Specifics report also provides the ability to prioritize the sequence of the report by the use of a **Primary Sort** and **Secondary Sort**. The options listed below appear in the drop down menu for each sort.

- Member Name (*Primary Sort* system default)
- Application Tracking Number (*Secondary Sort* system default)
- Agent Name
- Agent Writing Number (AWN)
- Health Insurance Claim Number (HICN)
- Application Date
- Product
- Turn Around Time


Member Name:
To select Applications based on Name, enter a full or partial name value. When a value is specified, Applications with a Member Name value that contains the specified value will be selected. For example, you can enter "Smith" to get all Applications containing Smith in the name; or, you can enter "Smith, Ja" to get all Applications containing "Smith, Ja" in the name.
Primary Sort:
Member Name
Select the primary field for which the Application information should be ordered.
Secondary Sort:
Application Tracking Number
Select the secondary field for which the Application information should be ordered.
Run Report
Clear

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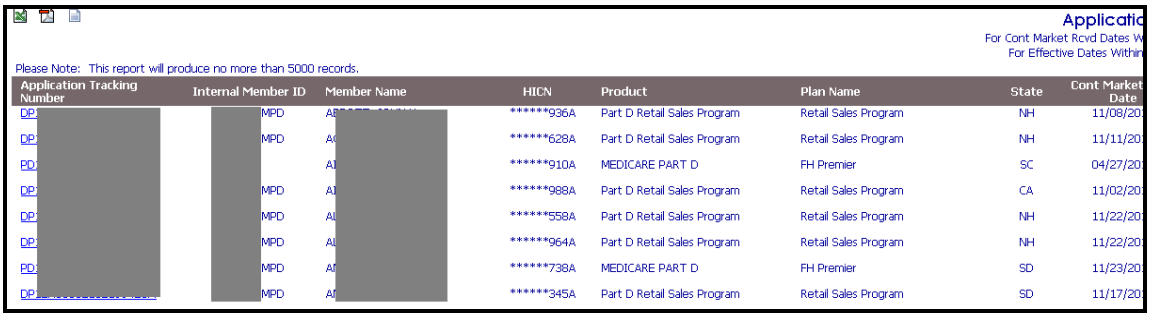
Below is an example of the App Specifics report as it will appear on the App Tracker screen after search criteria has been chosen and the report has been run. The reports generated are larger than the screen so the user will need to scroll to the right to see all fields and data.



Applicatio
For Cont Market Rcvd Dates W
For Effective Dates Within

Please Note: This report will produce no more than 5000 records.

Application Tracking Number	Internal Member ID	Member Name	HICN	Product	Plan Name	State	Cont Market Date
DP	MPD	A	******936A	Part D Retail Sales Program	Retail Sales Program	NH	11/08/20
DP	MPD	A	******628A	Part D Retail Sales Program	Retail Sales Program	NH	11/11/20
PD		A	******910A	MEDICARE PART D	FH Premier	SC	04/27/20
DP	MPD	A	******988A	Part D Retail Sales Program	Retail Sales Program	CA	11/02/20
DP	MPD	A	******558A	Part D Retail Sales Program	Retail Sales Program	NH	11/22/20
DP	MPD	A	******964A	Part D Retail Sales Program	Retail Sales Program	NH	11/22/20
PD	MPD	A	******738A	MEDICARE PART D	FH Premier	SD	11/23/20
DP	MPD	A	******345A	Part D Retail Sales Program	Retail Sales Program	SD	11/17/20

On the Application Specifics report, the 18 data fields listed below will be present:

- Application Tracking Number: Assigned to the member upon receipt of their enrollment application
- Internal Member ID: Internal Coventry ID number
- Member Name: Full name of member
- HICN: Health Insurance Claim Number (Medicare ID Number)
- Product: Part D or MA/MAPD Product name
- Plan Name: Plan name under which the Product is marketed
- State: Resident state of member
- Cont Market Rcvd Date: Date application received by Enrollment
- Application Status: Active, Cancelled, Terminated, Rapid Disenroll, Pre-Enrollment
- Effective Date: Date Policy Effective
- Expiration Date: Date Policy Expired
- Termination Reason: **(See 5.1 for Termination Reason Codes)**
- Writing AWN: Agent Writing Number of Agent who wrote the application
- Writing Agent Name: Name of Agent who wrote the application
- Date of Status Change: Date a change was made within the member's policy
- Pend Reason: Provided by Enrollment
- Current Home Off Rcvd Date: Date application received by Enrollment
- Turn Around Time: The amount of time between receipt of a member application to processing of the application by Enrollment

2.2 Check for Application

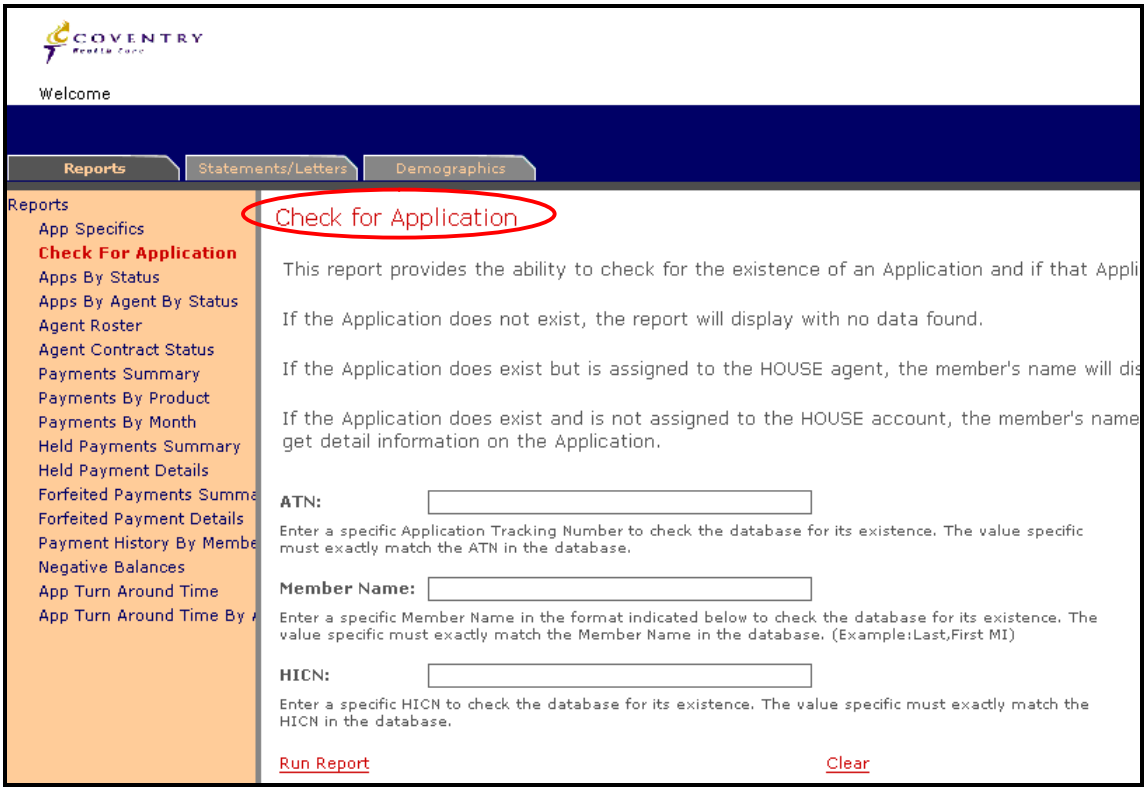
The Check for Application report provides the ability to check for the existence of an application submitted. If the application does not exist, the report will display with the message "**No Data Found**."

If "No Data Found" appears when Check for Application is used and information for the application also does not appear via the Application Specifics report, the application may not be assigned to the user's book of business. Contact the Broker Services Department to inquire about a specific application. Please see the Quick Reference Guide located at the end of this document for contact information.

The user must utilize at least one of three (3) data filters to retrieve results:

- Application Tracking Number: Assigned to the member upon receipt of their enrollment application
- HICN: Member's Medicare ID number
- Member Name: Full or partial name search is available

These fields are not case sensitive but the spelling must match identically to the information in the Coventry enrollment system to successfully retrieve the member information.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Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
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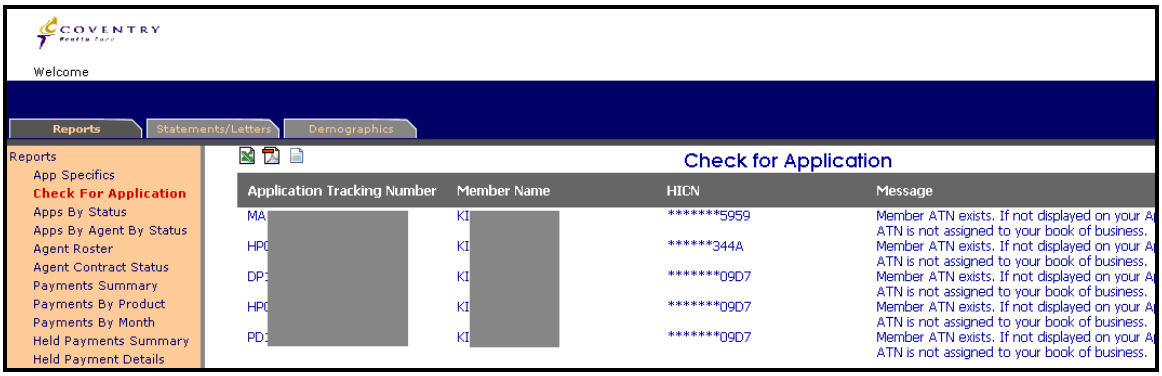
Check for Application
This report provides the ability to check for the existence of an Application and if that Appli
If the Application does not exist, the report will display with no data found.
If the Application does exist but is assigned to the HOUSE agent, the member's name will dis
If the Application does exist and is not assigned to the HOUSE account, the member's name
get detail information on the Application.
ATN:
Enter a specific Application Tracking Number to check the database for its existence. The value specific must exactly match the ATN in the database.
Member Name:
Enter a specific Member Name in the format indicated below to check the database for its existence. The value specific must exactly match the Member Name in the database. (Example:Last,First MI)
HICN:
Enter a specific HICN to check the database for its existence. The value specific must exactly match the HICN in the database.
Run Report
Clear

ACOM3 Application Tracker User Manual

Below is an example of the Check for Application report as it will appear on the App Tracker screen after search criteria has been chosen and the report has been run.



On the Check for Application report, the four (4) data fields listed below will be present:

- Application Tracking Number: Assigned to member upon receipt of enrollment application.
- Member Name: Full name of member
- HICN: Health Insurance Claim Number (Medicare ID Number)
- Message: "Member ATN exists. If not displayed on your Application Specifics report, the ATN is not assigned to your book of business."

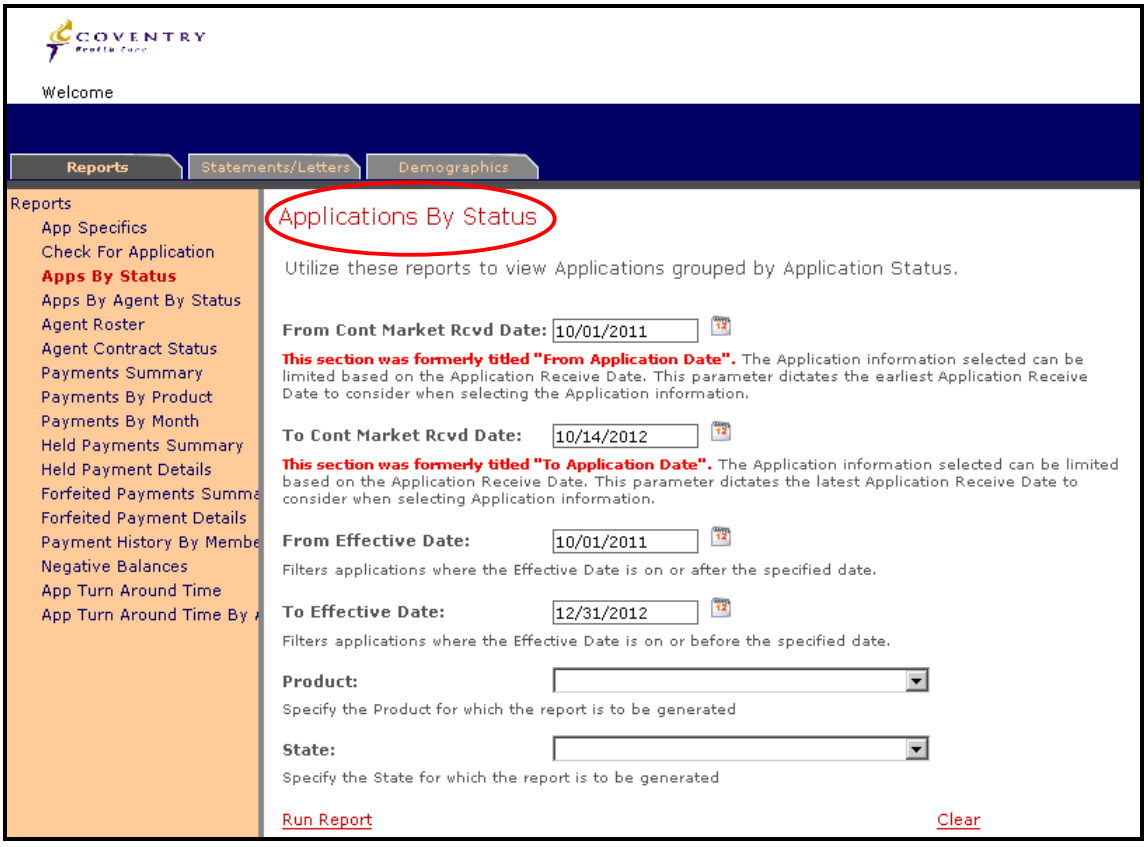
2.3 Applications by Status

The Applications by Status report provides the ability to view Applications grouped by their current Application Status:

- Active: Policy is effective
- Terminated: Policy is terminated
- Cancelled: Policy is cancelled prior to the effective date
- Pre-Enrollment: Policy status prior to enrollment
- Rapid Disenrollment: Policy terminated within 3 months of the effective date

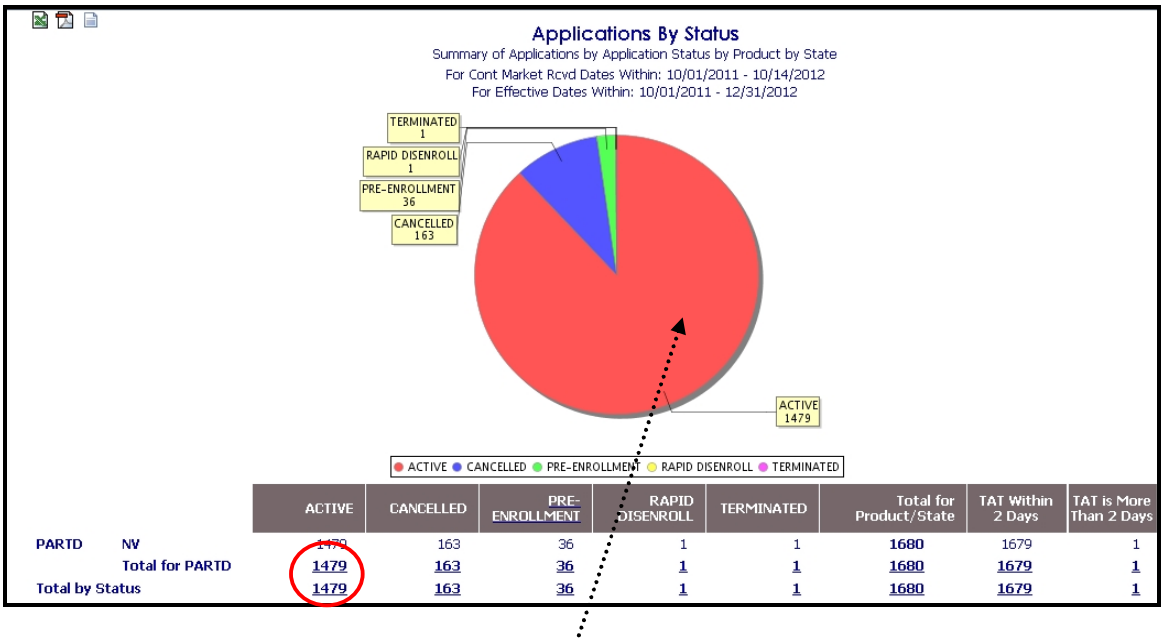
The user may utilize six (6) filters to retrieve application status results:

- From Cont Market Rcvd Date: The system default date is 10/01/2011
- To Cont Market Rcvd Date: The system default date is 10/14/2012
- From Effective Date: The system default date is 10/01/2011
- To Effective Date: The system default date is 12/31/2012
- Product: Drop down menu allows user to select a single unique Product
- State: Drop down menu allows user to select a single unique State


COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time By
Applications By Status
Utilize these reports to view Applications grouped by Application Status.
From Cont Market Rcvd Date: 10/01/2011
This section was formerly titled "From Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the earliest Application Receive Date to consider when selecting the Application information.
To Cont Market Rcvd Date: 10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting Application information.
From Effective Date: 10/01/2011
Filters applications where the Effective Date is on or after the specified date.
To Effective Date: 12/31/2012
Filters applications where the Effective Date is on or before the specified date.
Product:
Specify the Product for which the report is to be generated
State:
Specify the State for which the report is to be generated
Run Report
Clear

ACOM3 Application Tracker User Manual

The following is an example of the Applications by Status report as it will appear on the App Tracker screen after search criteria has been chosen and the report has been run.


Applications By Status
Summary of Applications by Application Status by Product by State
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012
TERMINATED 1
RAPID DISENROLL 1
PRE-ENROLLMENT 36
CANCELLED 163
ACTIVE 1479
ACTIVE CANCELLED PRE-ENROLLMENT RAPID DISENROLL TERMINATED

		ACTIVE	CANCELLED	PRE-ENROLLMENT	RAPID DISENROLL	TERMINATED	Total for Product/State	TAT Within 2 Days	TAT is More Than 2 Days
PARTD	NV	1479	163	36	1	1	1680	1679	1
	Total for PARTD	1479	163	36	1	1	1680	1679	1
Total by Status		1479	163	36	1	1	1680	1679	1

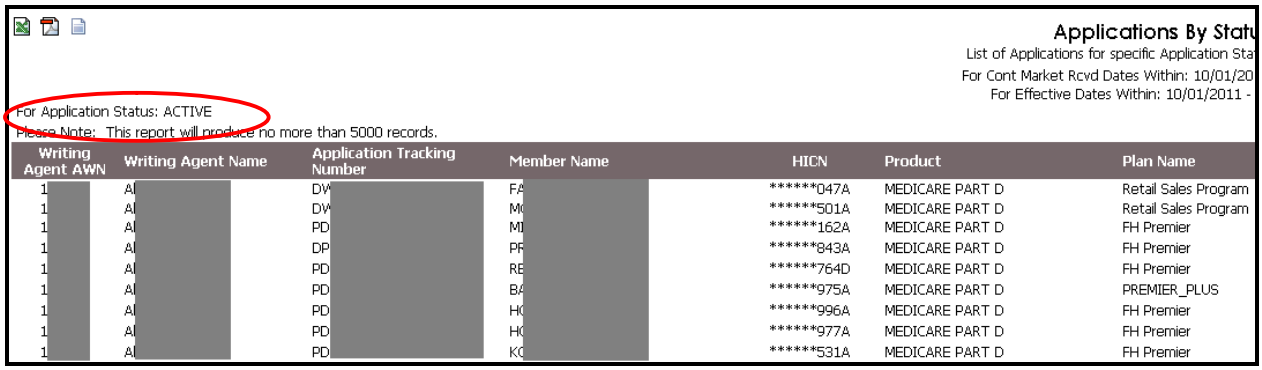
The pie chart feature allows a user to click on any part of the graph to generate that portion of the report the graph represents. For instance, select the **red** portion of the pie chart to generate the Application by Status report for applications with an **Active** status.

The lower portion of the report displays various information in both columns and rows.

The *columns* are categorized by:

- **Application Status** (one column for each status represented in the chart: Active, Terminated, Pre-Enrollment, Rapid Disenroll, Cancelled)
- **Total for Product/State**
- **TAT Within 2 Days** (turn around time)
- **TAT is More Than 2 Days** (turn around time)

Any field that is underlined on the report screen represents the ability to drill down to more detailed data. In this example, click on the number for the amount of **Total** for PARTD applications (1479) under the status of **Active** and a more detailed report will be generated.

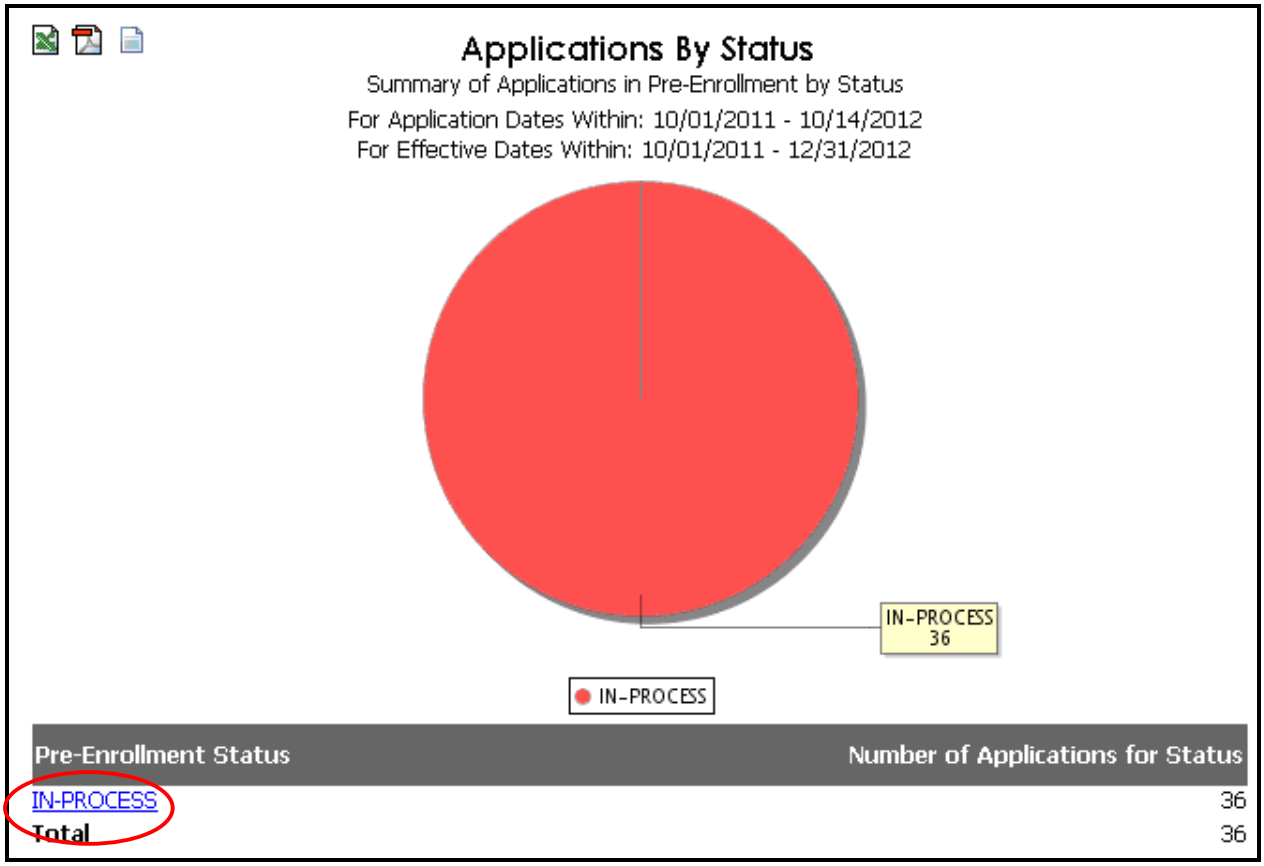

Applications By Statu
List of Applications for specific Application Sta
For Cont Market Rcvd Dates Within: 10/01/20
For Effective Dates Within: 10/01/2011 -
For Application Status: ACTIVE
Please Note: This report will produce no more than 5000 records.

Writing Agent AWN	Writing Agent Name	Application Tracking Number	Member Name	HICN	Product	Plan Name
1	Al	DW	FA	******047A	MEDICARE PART D	Retail Sales Program
1	Al	DW	MC	******501A	MEDICARE PART D	Retail Sales Program
1	Al	PD	MI	******162A	MEDICARE PART D	FH Premier
1	Al	DP	PF	******843A	MEDICARE PART D	FH Premier
1	Al	PD	RE	******764D	MEDICARE PART D	FH Premier
1	Al	PD	BA	******975A	MEDICARE PART D	PREMIER_PLUS
1	Al	PD	HC	******996A	MEDICARE PART D	FH Premier
1	Al	PD	HC	******977A	MEDICARE PART D	FH Premier
1	Al	PD	KC	******531A	MEDICARE PART D	FH Premier

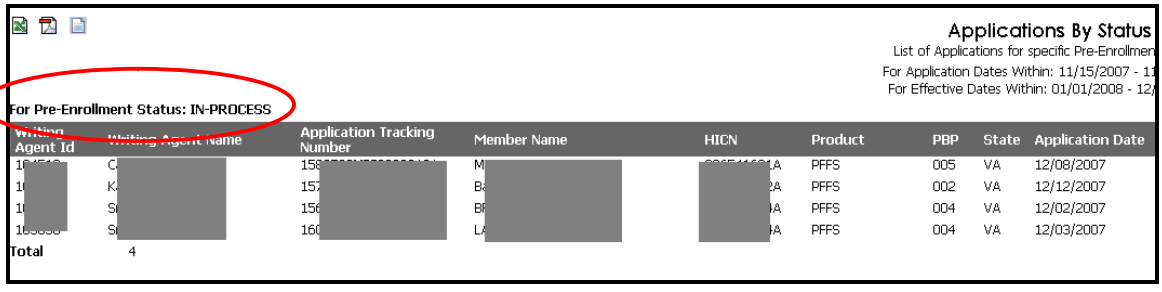
The *rows* are first categorized by **Product**, then by **State**. Each Product category will have a row to represent the summary total of each state represented. The final row shows the overall summary of membership labeled "Total by Status". Each value in this row will show the Total by Status for each of the five (5) enrollment categories and match the numerical value on the pie chart.

Among the columns showing in the first example on the previous page the field **Pre-Enrollment** is underlined. Click on this status to open a new pie chart report for all Applications under the Pre-Enrollment status. These applications are now subdivided into two new categories:

- In-Process: Applications are in process for pre-enrollment.
- Pending: Applications are pending approval for enrollment.

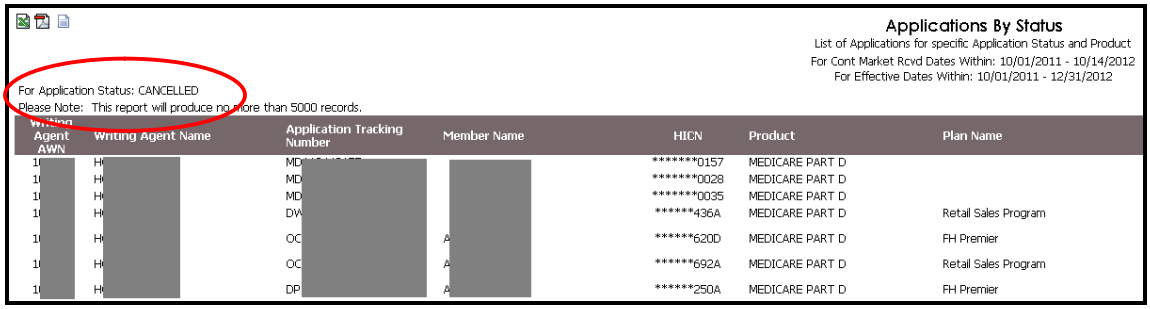


The example below shows the new report displayed when IN-PROCESS is chosen.



		ACTIVE	CANCELLED	PRE-ENROLLMENT	RAPID DISENROLL	TERMINATED	Total for Product/State	TAT Within 2 Days	TAT is More Than 2 Days
PARTD	NV	1479	163	36	1	1	**1680**	1679	1
	Total for PARTD	**1479**	**163**	**36**	**1**	**1**	**1680**	**1679**	**1**
Total by Status		**1479**	**163**	**36**	**1**	**1**	**1680**	**1679**	**1**

The figures displayed in each column for each Total row in the lower half of the Application By Status report are underlined. Click on any of these numbers and a separate report will be generated by the application status selected.



Applications By Status

List of Applications for specific Application Status and Product
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012

For Application Status: CANCELLED
Please Note: This report will produce no more than 5000 records.

Writing Agent AWN	Writing Agent Name	Application Tracking Number	Member Name	HICN	Product	Plan Name
1	H	MD		*******0157	MEDICARE PART D	
1	H	MD		*******0028	MEDICARE PART D	
1	H	MD		*******0035	MEDICARE PART D	
1	H	DW		******436A	MEDICARE PART D	Retail Sales Program
1	H	OC	A	******620D	MEDICARE PART D	FH Premier
1	H	OC	A	******692A	MEDICARE PART D	Retail Sales Program
1	H	DP	A	******250A	MEDICARE PART D	FH Premier

2.4 Applications By Agent By Status

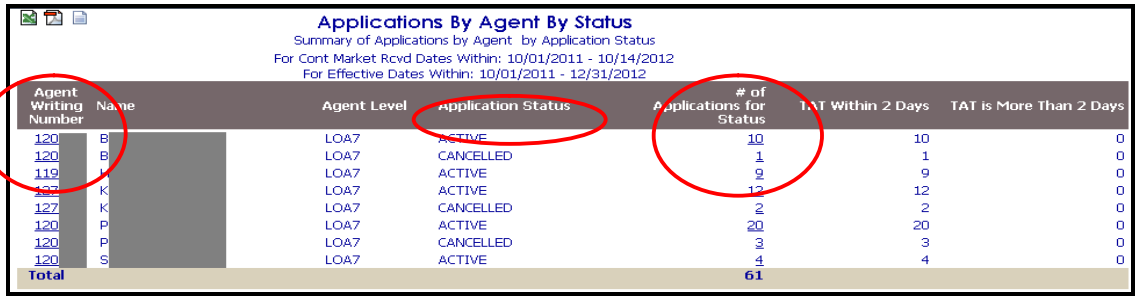
The Applications by Agent by Status report provides the ability to view Applications grouped by Writing Agent and by Application Status.

The user may utilize four (4) filters to retrieve application status results:

- Ø From Cont Market Rcvd Date: The system default date is 10/01/2011
- Ø To Cont Market Rcvd Date: The system default date is 10/14/2012
- Ø From Effective Date: The system default date is 10/01/2011
- Ø To Effective Date: The system default date is 12/31/2012

The results may also be sorted by either **Writing Agent Name** or **Writing Agent ID** (AWN).

COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time By
Apps By Agent By Status
Utilize these reports to view Applications grouped by Writing Agent and Application Status.
From Cont Market Rcvd Date: 10/01/2011
This section was formerly titled "From Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the earliest Application Receive Date to consider when selecting the Application information.
To Cont Market Rcvd Date: 10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting the Application information.
Effective Date From: 10/01/2011
Filters applications where the Effective Date is on or after the specified date.
Effective Date To: 12/31/2012
Filters applications where the Effective Date is on or before the specified date.
Sort Order: Writing Agent Name
Select the order in which you want the data to be sorted.
Run Report
Clear



Applications By Agent By Status

Summary of Applications by Agent by Application Status

For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012

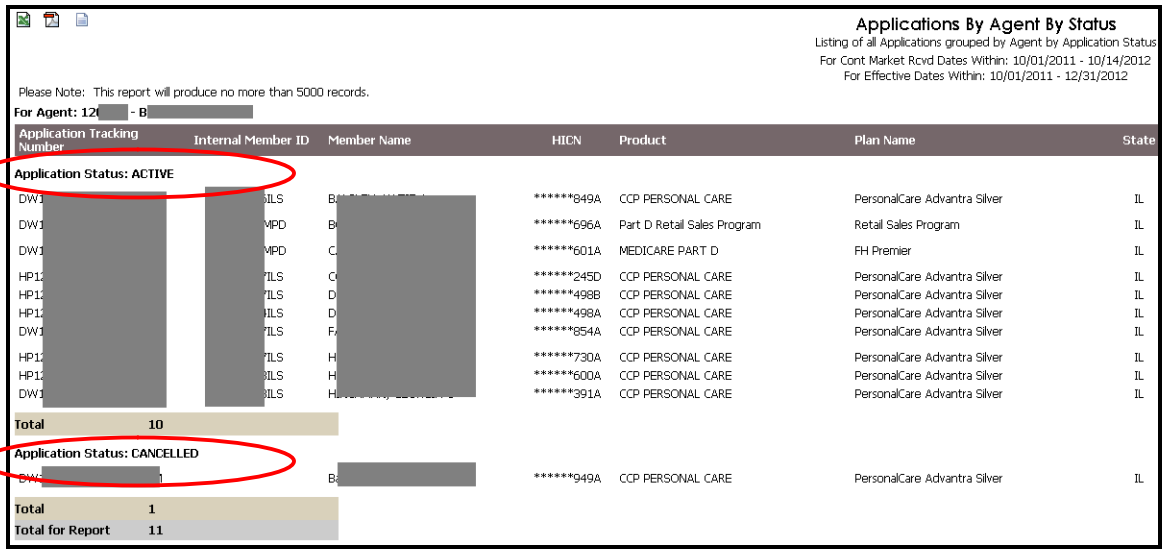
For Effective Dates Within: 10/01/2011 - 12/31/2012

Agent Writing Number	Name	Agent Level	Application Status	# of Applications for Status	TAT Within 2 Days	TAT is More Than 2 Days
120	B	LOA7	ACTIVE	10	10	0
120	B	LOA7	CANCELLED	1	1	0
119	I	LOA7	ACTIVE	9	9	0
127	K	LOA7	ACTIVE	12	12	0
127	K	LOA7	CANCELLED	2	2	0
120	P	LOA7	ACTIVE	20	20	0
120	P	LOA7	CANCELLED	3	3	0
120	S	LOA7	ACTIVE	4	4	0
Total				61		

On the Applications by Agent by Status report, the 8 data fields listed below will be present:

- Ø Agent Writing Number
- Ø Name (agent)
- Ø Agent Level
- Ø Application Status (one column for each status represented in the chart: Active, Terminated, Pre-Enrollment, Rapid Disenroll, Cancelled)
- Ø # of Applications for Status
- Ø Total for Product/State
- Ø TAT Within 2 Days (turn around time)
- Ø TAT is More Than 2 Days (turn around time)

Click on an underlined **Agent Writing Number** and a more detailed report will be displayed. The Applications by Agent by Status report below displays applications in each of the five (5) categories: Active, Terminated, Pre-Enrollment, Rapid Disenroll, Cancelled.



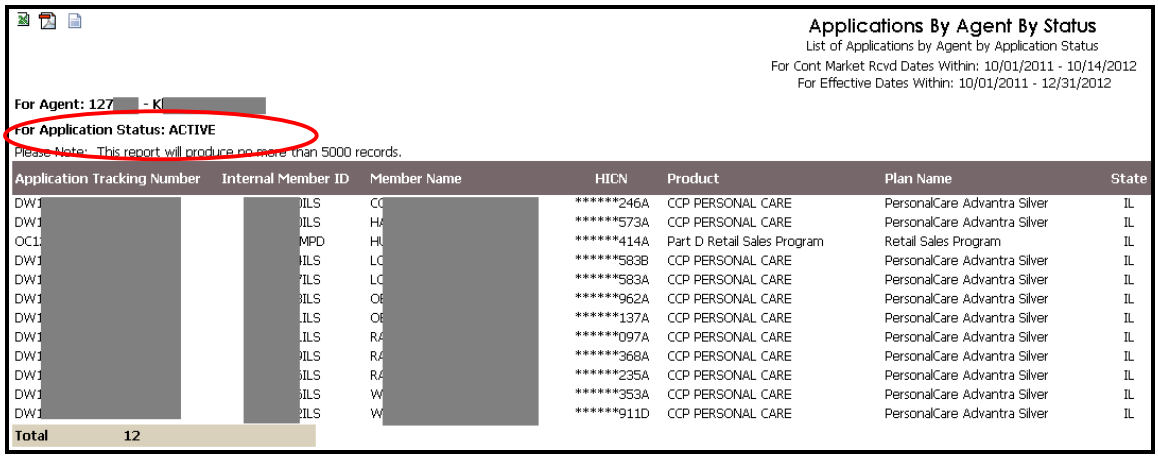
Applications By Agent By Status
Listing of all Applications grouped by Agent by Application Status
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012

Please Note: This report will produce no more than 5000 records.

For Agent: 12[redacted] - B[redacted]

Application Tracking Number	Internal Member ID	Member Name	HICN	Product	Plan Name	State
Application Status: ACTIVE						
DW1[redacted]	[redacted]	B[redacted]	******849A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	B[redacted]	******696A	Part D Retail Sales Program	Retail Sales Program	IL
DW1[redacted]	[redacted]	C[redacted]	******601A	MEDICARE PART D	FH Premier	IL
HP12[redacted]	[redacted]	C[redacted]	******245D	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
HP12[redacted]	[redacted]	D[redacted]	******498B	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
HP12[redacted]	[redacted]	D[redacted]	******498A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	F[redacted]	******854A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
HP12[redacted]	[redacted]	H[redacted]	******730A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
HP12[redacted]	[redacted]	H[redacted]	******600A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	H[redacted]	******391A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
Total 10						
Application Status: CANCELLED						
DW[redacted]		B[redacted]	******949A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
Total 1						
Total for Report 11						

Click on an underlined **"# of Applications for Status"** total and a more detailed report will be displayed. The report below displays only the "Active" Applications for a particular agent.



Applications By Agent By Status
List of Applications by Agent by Application Status
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012

For Agent: 127[redacted] - K[redacted]
For Application Status: ACTIVE
Please Note: This report will produce no more than 5000 records.

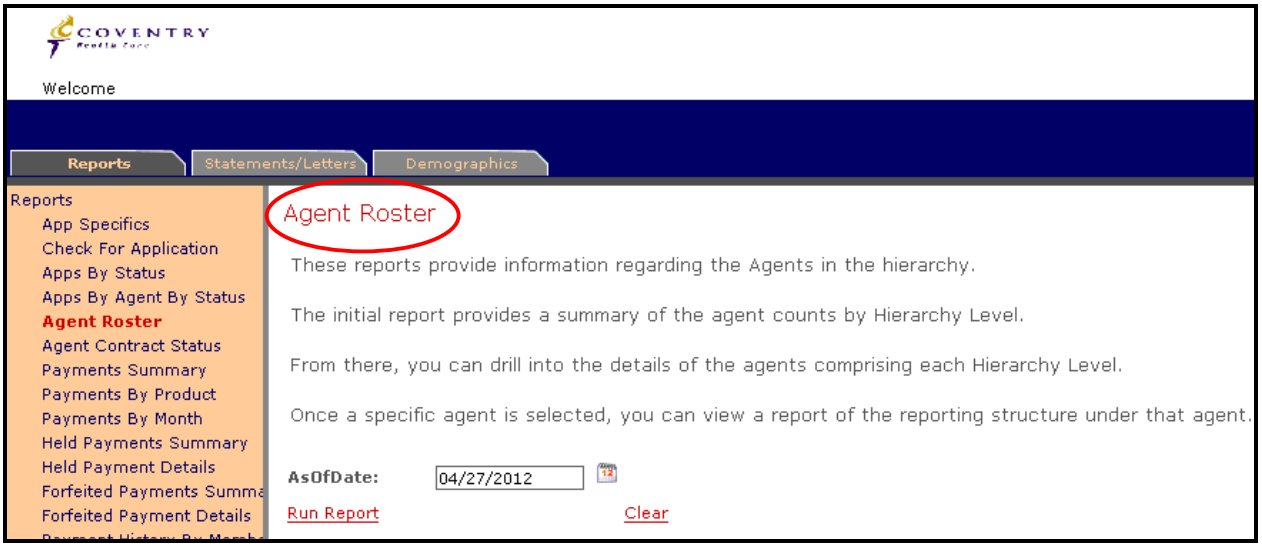
Application Tracking Number	Internal Member ID	Member Name	HICN	Product	Plan Name	State
DW1[redacted]	[redacted]	C[redacted]	******246A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	H[redacted]	******573A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
OC1[redacted]	[redacted]	H[redacted]	******414A	Part D Retail Sales Program	Retail Sales Program	IL
DW1[redacted]	[redacted]	L[redacted]	******583B	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	L[redacted]	******583A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	O[redacted]	******962A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	O[redacted]	******137A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	R[redacted]	******097A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	R[redacted]	******368A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	R[redacted]	******235A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	W[redacted]	******353A	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
DW1[redacted]	[redacted]	W[redacted]	******911D	CCP PERSONAL CARE	PersonalCare Advantra Silver	IL
Total 12						

2.5 Agent Roster

The Agent Roster report provides information regarding the agent hierarchy and downline of the user or of the agent(s) assigned to the user.

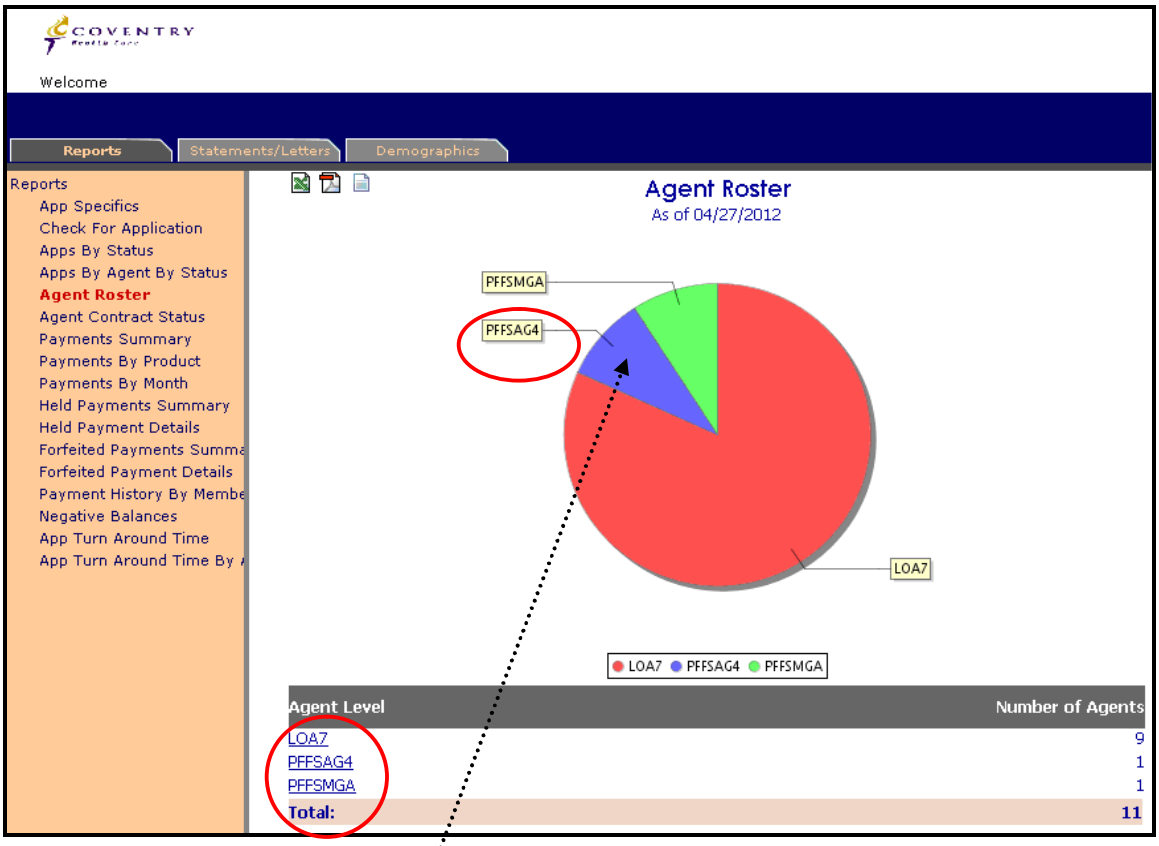
The single required field for the Agent Roster report is the **"As of Date."**

The system default is the current day.



The initial level of Agent Roster report is a summary of hierarchy and downline for the agent user. The report is interactive which means the user can click on any part of the graph to generate a more detailed report of what that portion of the graph represents.

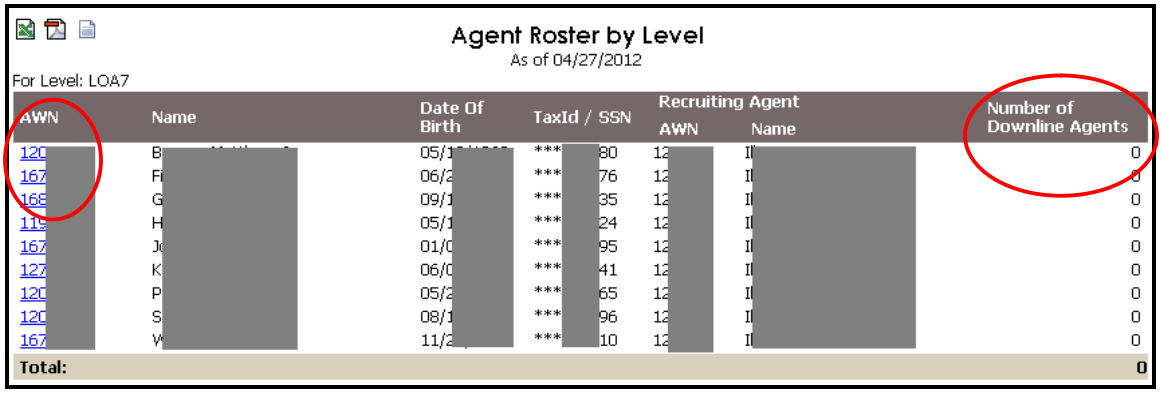
Note: If a user does not have any Coventry contracted agents in their downline, they will only be able to view their own contract details.



For instance, click on the **blue** colored portion of the pie chart to display a report of any **Agent Level 4** agents assigned to the user who also have access to App Tracker.

The lower portion of the Agent Roster report lists the fields for **Agent Level** and **Number of Agents**. Click on an underlined **Agent Level** field to produce an Agent Roster by Level detail report.

This second level of the Agent Roster report lists all agents of a specific contract level in the downline along with their recruiting agent information and the number of downline agents for each individual listed.



If an agent listed on this detail report has a downline, click on the underlined AWN and that agent's downline details will be provided in a new report of the same format.

2.6 Agent Contract Status

The Agent Contract Status report provides the agent user's contracting status and the contracting status of their downline agents (if applicable).

The user may utilize eleven (11) filters to retrieve contract status information:

- Ø AWN: Agent Writing Number
- Ø Agent Name: Full or partial name may be searched
- Ø Agent Status: Active, Terminated, Rejected, Deceased, Non-Marketable
- Ø Ready to Sell?: Yes, No
- Ø Certification?: Yes, Missing
- Ø Contract Received Date?: Yes, Missing
- Ø W9 Date?: Yes, Missing
- Ø Background?: Passed, Adverse, Failed, Missing
- Ø License?: Yes, Missing
- Ø Appointment?: Yes, Missing
- Ø E&O Insurance?: Yes, Missing, Expired

The only required field is "**As of Date**" (The system default is the current date). If no specific Agent Writing Number and/or no specific Agent Name is entered, the report will display information for all agents associated with the user AWN or Admin User ID.

The results may also be sorted by either **Broker ID** or **Broker Name**.

COVENTRY
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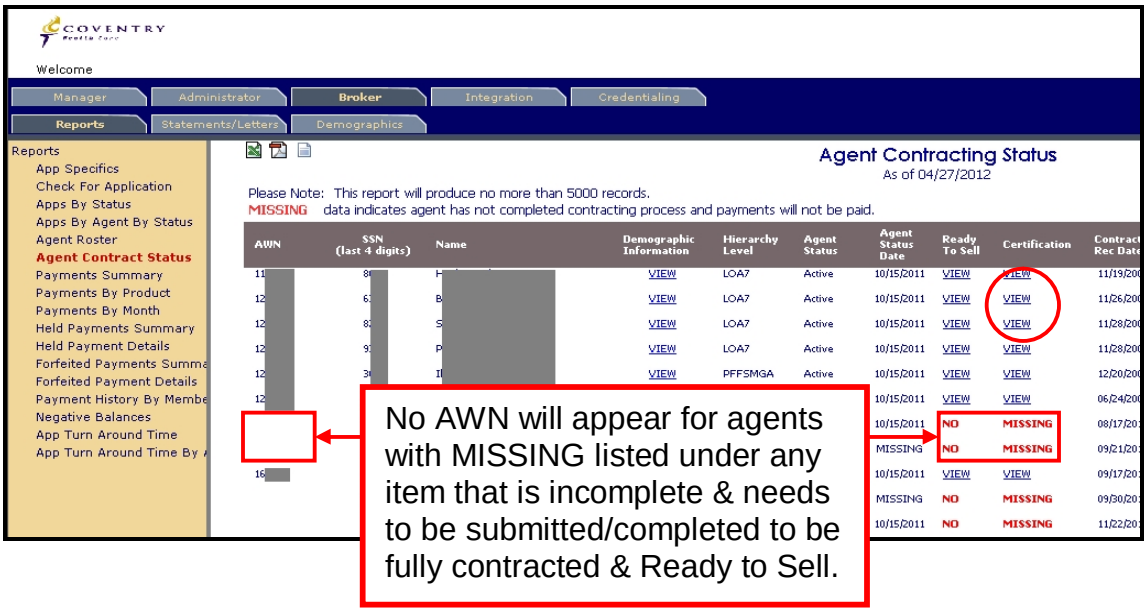
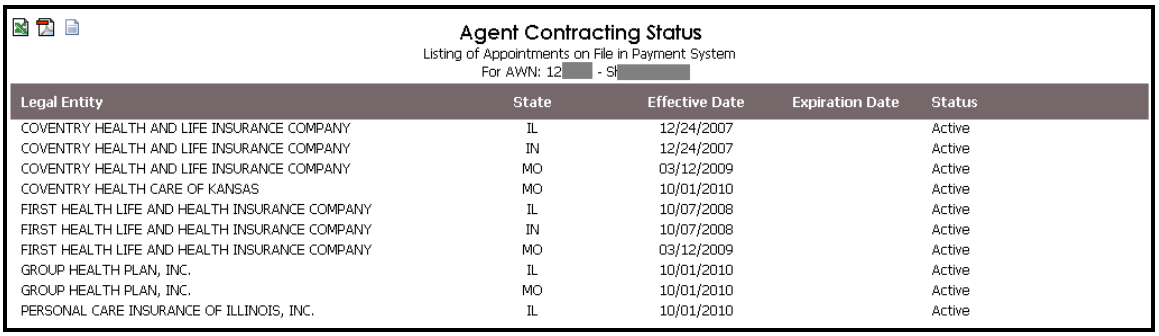
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time By
Agent Contract Status
Provides a listing of the Agents along with the current contracting status. Also provides Payment System.
NOTE: Search fields are not case specific
As Of Date:
04/30/2012
Specify the date for which the report is to be based.
AWN:
To review the contracting status for a specific Agent, enter the AWN in this field.
Agent Name:
To review the contracting status of Agents with a particular name value, enter a full or partial name value in this field.
Agent Status:



Click on any of the underlined "**VIEW**" fields in the **"Appointments"**, **"Licenses"**, **"E&O"**, or **"Certification"** columns and the sub-reports for those fields will be generated.

APPOINTMENT

The report below is generated from the **View** field in the **Appointment** column.

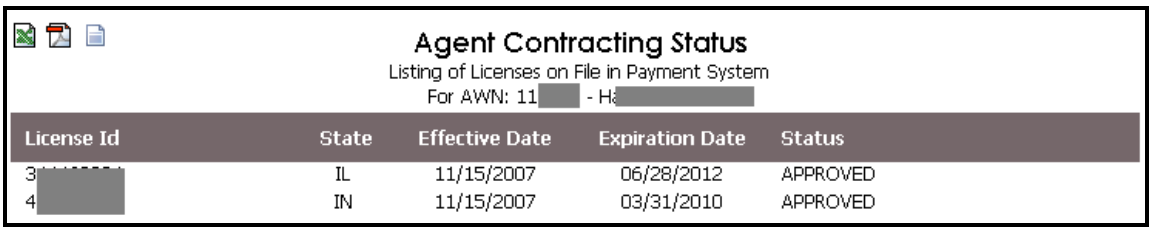


Agent Contracting Status
Listing of Appointments on File in Payment System
For AWN: 12[redacted] - S[redacted]

Legal Entity	State	Effective Date	Expiration Date	Status
COVENTRY HEALTH AND LIFE INSURANCE COMPANY	IL	12/24/2007		Active
COVENTRY HEALTH AND LIFE INSURANCE COMPANY	IN	12/24/2007		Active
COVENTRY HEALTH AND LIFE INSURANCE COMPANY	MO	03/12/2009		Active
COVENTRY HEALTH CARE OF KANSAS	MO	10/01/2010		Active
FIRST HEALTH LIFE AND HEALTH INSURANCE COMPANY	IL	10/07/2008		Active
FIRST HEALTH LIFE AND HEALTH INSURANCE COMPANY	IN	10/07/2008		Active
FIRST HEALTH LIFE AND HEALTH INSURANCE COMPANY	MO	03/12/2009		Active
GROUP HEALTH PLAN, INC.	IL	10/01/2010		Active
GROUP HEALTH PLAN, INC.	MO	10/01/2010		Active
PERSONAL CARE INSURANCE OF ILLINOIS, INC.	IL	10/01/2010		Active

LICENSES

The report below is generated from the **View** field in the **Licenses** column.



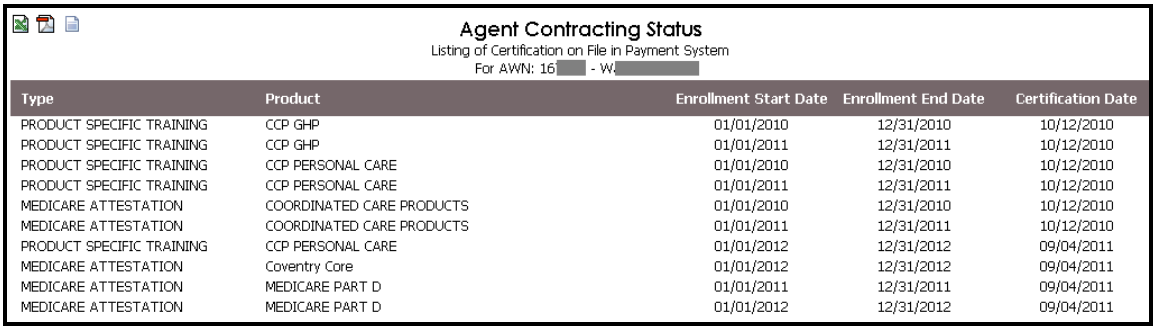
Agent Contracting Status
Listing of Licenses on File in Payment System
For AWN: 11[redacted] - H[redacted]

License Id	State	Effective Date	Expiration Date	Status
3[redacted]	IL	11/15/2007	06/28/2012	APPROVED
4[redacted]	IN	11/15/2007	03/31/2010	APPROVED

Note: If an agent's license is expired/expiring an updated copy may be emailed or faxed to the Broker Services Department. Please see the Quick Reference Guide located at the end of this document for contact information.

CERTIFICATION

The report below is generated from the **View** field in the **Certification** column.

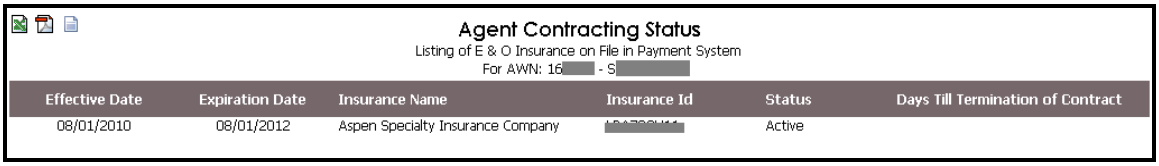


Agent Contracting Status
Listing of Certification on File in Payment System
For AWN: 16[redacted] - W[redacted]

Type	Product	Enrollment Start Date	Enrollment End Date	Certification Date
PRODUCT SPECIFIC TRAINING	CCP GHP	01/01/2010	12/31/2010	10/12/2010
PRODUCT SPECIFIC TRAINING	CCP GHP	01/01/2011	12/31/2011	10/12/2010
PRODUCT SPECIFIC TRAINING	CCP PERSONAL CARE	01/01/2010	12/31/2010	10/12/2010
PRODUCT SPECIFIC TRAINING	CCP PERSONAL CARE	01/01/2011	12/31/2011	10/12/2010
MEDICARE ATTESTATION	COORDINATED CARE PRODUCTS	01/01/2010	12/31/2010	10/12/2010
MEDICARE ATTESTATION	COORDINATED CARE PRODUCTS	01/01/2011	12/31/2011	10/12/2010
PRODUCT SPECIFIC TRAINING	CCP PERSONAL CARE	01/01/2012	12/31/2012	09/04/2011
MEDICARE ATTESTATION	Coventry Core	01/01/2012	12/31/2012	09/04/2011
MEDICARE ATTESTATION	MEDICARE PART D	01/01/2011	12/31/2011	09/04/2011
MEDICARE ATTESTATION	MEDICARE PART D	01/01/2012	12/31/2012	09/04/2011

E&O

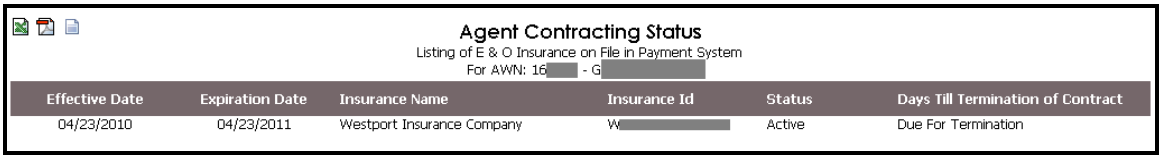
The report below is generated from the **View** field in the **E&O** column.



Agent Contracting Status
Listing of E & O Insurance on File in Payment System
For AWN: 16[redacted] - S[redacted]

Effective Date	Expiration Date	Insurance Name	Insurance Id	Status	Days Till Termination of Contract
08/01/2010	08/01/2012	Aspen Specialty Insurance Company	[redacted]	Active	

The report below is generated from the **Expired** field in the **E&O** column.



Agent Contracting Status
Listing of E & O Insurance on File in Payment System
For AWN: 16[redacted] - G[redacted]

Effective Date	Expiration Date	Insurance Name	Insurance Id	Status	Days Till Termination of Contract
04/23/2010	04/23/2011	Westport Insurance Company	W[redacted]	Active	Due For Termination

2.7 Payments Summary

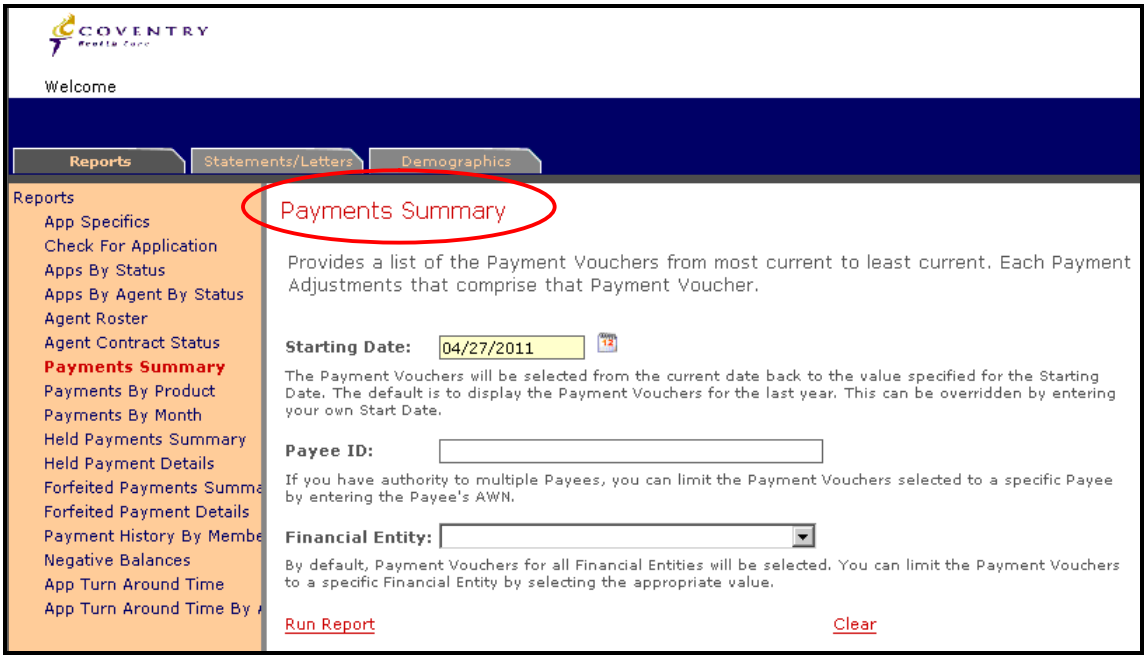
The Payments Summary report provides a list of the payment summaries (statements) in order of most to least current. Each payment summary can be selected to obtain detailed information on the transactions and manual adjustments that comprise that payment summary.

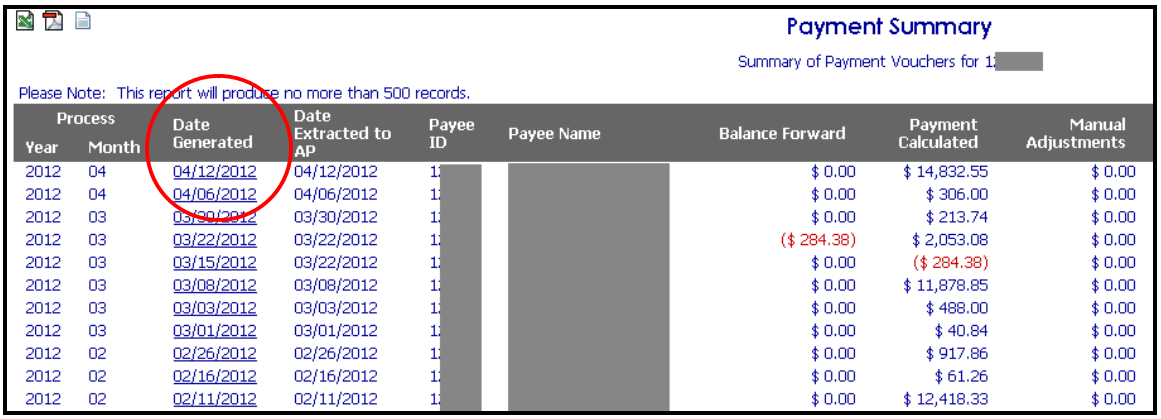
The user may utilize three (3) filters to retrieve payment summary information:

- Ø Starting Date: Agent Writing Number
- Ø Payee ID: AWN of the payee account
- Ø Financial Entity: CoventryOne, Medicare

The **Starting Date** is the only required field and the system default is the date one year prior to the current date.

Note: Payment summaries will only generate for agents whose commissions are paid to themselves (same SSN). If the user has a different payee (different SSN or TIN), their commissions will only display in their payee's App Tracker.


COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time By
Payments Summary
Provides a list of the Payment Vouchers from most current to least current. Each Payment Adjustments that comprise that Payment Voucher.
Starting Date: 04/27/2011
The Payment Vouchers will be selected from the current date back to the value specified for the Starting Date. The default is to display the Payment Vouchers for the last year. This can be overridden by entering your own Start Date.
Payee ID:
If you have authority to multiple Payees, you can limit the Payment Vouchers selected to a specific Payee by entering the Payee's AWN.
Financial Entity:
By default, Payment Vouchers for all Financial Entities will be selected. You can limit the Payment Vouchers to a specific Financial Entity by selecting the appropriate value.
Run Report
Clear

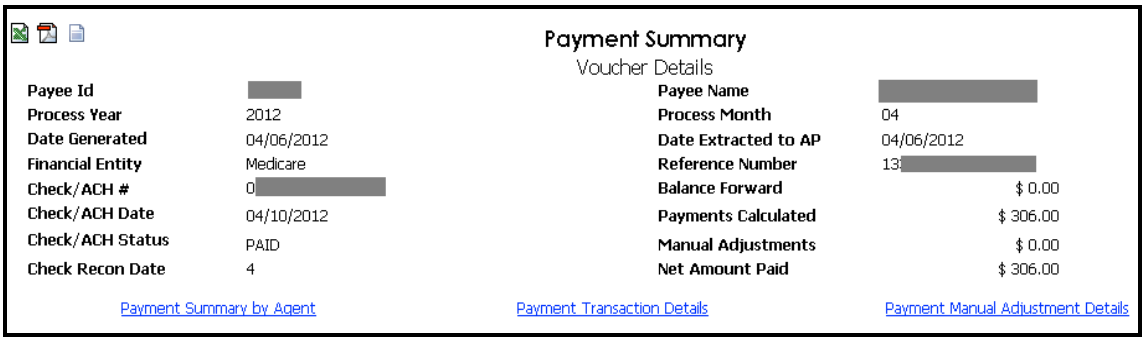


Process Year	Process Month	Date Generated	Date Extracted to AP	Payee ID	Payee Name	Balance Forward	Payment Calculated	Manual Adjustments
2012	04	04/12/2012	04/12/2012	1		$ 0.00	$ 14,832.55	$ 0.00
2012	04	04/06/2012	04/06/2012	1		$ 0.00	$ 306.00	$ 0.00
2012	03	03/30/2012	03/30/2012	1		$ 0.00	$ 213.74	$ 0.00
2012	03	03/22/2012	03/22/2012	1		($ 284.38)	$ 2,053.08	$ 0.00
2012	03	03/15/2012	03/22/2012	1		$ 0.00	($ 284.38)	$ 0.00
2012	03	03/08/2012	03/08/2012	1		$ 0.00	$ 11,878.85	$ 0.00
2012	03	03/03/2012	03/03/2012	1		$ 0.00	$ 488.00	$ 0.00
2012	03	03/01/2012	03/01/2012	1		$ 0.00	$ 40.84	$ 0.00
2012	02	02/26/2012	02/26/2012	1		$ 0.00	$ 917.86	$ 0.00
2012	02	02/16/2012	02/16/2012	1		$ 0.00	$ 61.26	$ 0.00
2012	02	02/11/2012	02/11/2012	1		$ 0.00	$ 12,418.33	$ 0.00

On the Payment Summary report, the 16 data fields listed below will be present:

- Process Year
- Process Month
- Date Generated
- Date Extracted to AP
- Payee ID
- Payee Name
- Balance Forward
- Payment Calculated
- Manual Adjustments
- Net Amount Paid
- Financial Entity
- Check / ACH#
- Check / ACH Date
- Check / ACH Status
- Month Paid
- Reference Number

Click on the underlined date in the **Date Generated** field to view the Voucher (Statement) Details report as shown below.



Payment Summary

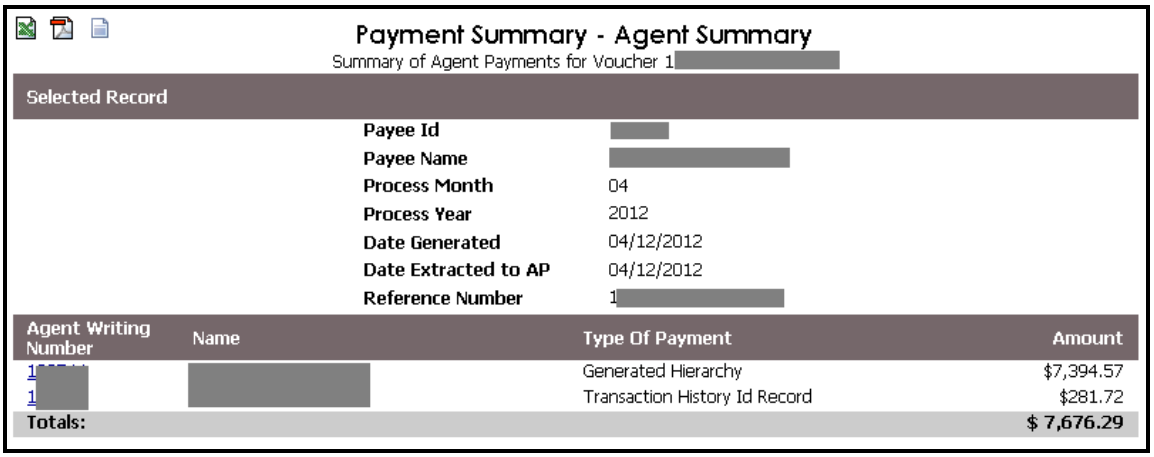
Voucher Details

Payee Id	[redacted]	**Payee Name**	[redacted]
Process Year	2012	**Process Month**	04
Date Generated	04/06/2012	**Date Extracted to AP**	04/06/2012
Financial Entity	Medicare	**Reference Number**	13[redacted]
Check/ACH #	0[redacted]	**Balance Forward**	$ 0.00
Check/ACH Date	04/10/2012	**Payments Calculated**	$ 306.00
Check/ACH Status	PAID	**Manual Adjustments**	$ 0.00
Check Recon Date	4	**Net Amount Paid**	$ 306.00

Payment Summary by Agent | Payment Transaction Details | Payment Manual Adjustment Details

The three links in blue across the bottom of this report will open more detailed sub-reports.

Click on the underlined **Payment Summary by Agent** link to view the Agent Summary report as shown below.



Payment Summary - Agent Summary

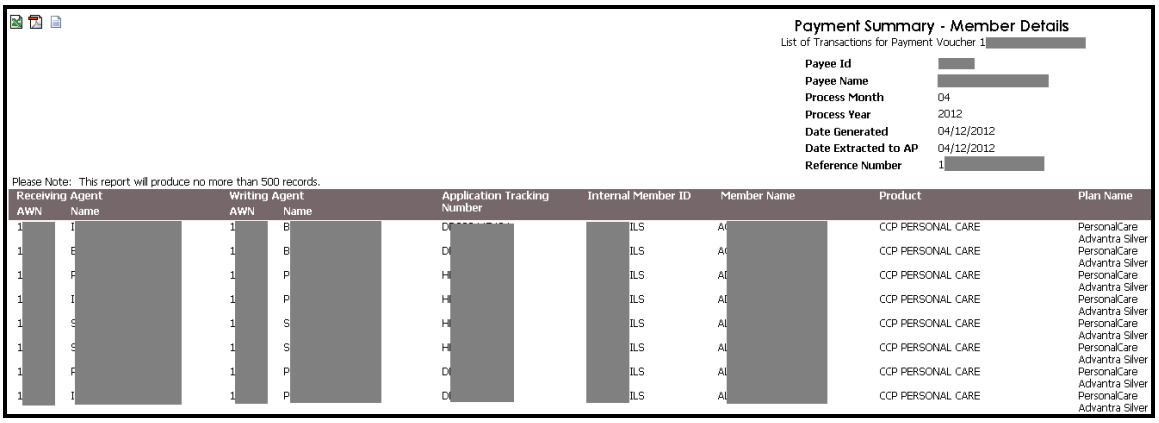
Summary of Agent Payments for Voucher 1[redacted]

Selected Record

Payee Id	[redacted]
Payee Name	[redacted]
Process Month	04
Process Year	2012
Date Generated	04/12/2012
Date Extracted to AP	04/12/2012
Reference Number	1[redacted]

Agent Writing Number	Name	Type Of Payment	Amount
1[redacted]	[redacted]	Generated Hierarchy	$7,394.57
1[redacted]		Transaction History Id Record	$281.72
Totals:			$ 7,676.29

Click on the underlined **Payment Transaction Details** link to view the Member Details report as shown below.



Payment Summary - Member Details

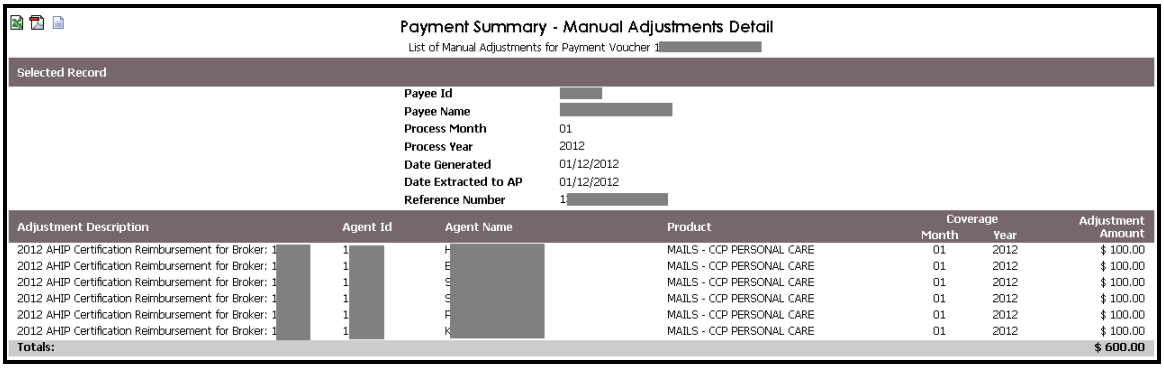
List of Transactions for Payment Voucher 1[redacted]

Payee Id	[redacted]
Payee Name	[redacted]
Process Month	04
Process Year	2012
Date Generated	04/12/2012
Date Extracted to AP	04/12/2012
Reference Number	1[redacted]

Please Note: This report will produce no more than 500 records.

Receiving Agent AWN	Receiving Agent Name	Writing Agent AWN	Writing Agent Name	Application Tracking Number	Internal Member ID	Member Name	Product	Plan Name
1[redacted]	I[redacted]	1[redacted]	B[redacted]	D[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver
1[redacted]	B[redacted]	1[redacted]	B[redacted]	D[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver
1[redacted]	P[redacted]	1[redacted]	P[redacted]	H[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver
1[redacted]	I[redacted]	1[redacted]	P[redacted]	H[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver
1[redacted]	S[redacted]	1[redacted]	S[redacted]	H[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver
1[redacted]	S[redacted]	1[redacted]	S[redacted]	H[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver
1[redacted]	P[redacted]	1[redacted]	P[redacted]	D[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver
1[redacted]	I[redacted]	1[redacted]	P[redacted]	D[redacted]	ILS	A[redacted]	CCP PERSONAL CARE	PersonalCare Advantra Silver

Click on the underlined **Payment Manual Adjustment Details** to link to the Manual Adjustment Detail report as shown below.



Payment Summary - Manual Adjustments Detail

List of Manual Adjustments for Payment Voucher 1[redacted]

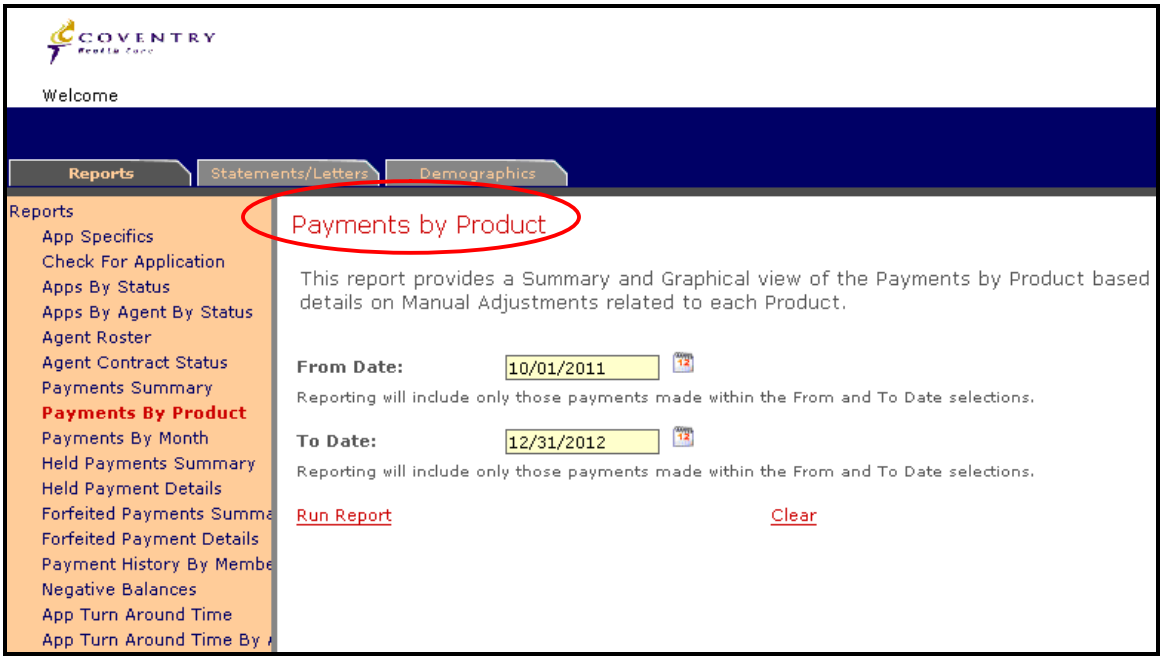
Selected Record

Payee Id	[redacted]
Payee Name	[redacted]
Process Month	01
Process Year	2012
Date Generated	01/12/2012
Date Extracted to AP	01/12/2012
Reference Number	1[redacted]

Adjustment Description	Agent Id	Agent Name	Product	Coverage Month	Coverage Year	Adjustment Amount
2012 AHIP Certification Reimbursement for Broker: 1[redacted]	1[redacted]	H[redacted]	MAILS - CCP PERSONAL CARE	01	2012	$ 100.00
2012 AHIP Certification Reimbursement for Broker: 1[redacted]	1[redacted]	B[redacted]	MAILS - CCP PERSONAL CARE	01	2012	$ 100.00
2012 AHIP Certification Reimbursement for Broker: 1[redacted]	1[redacted]	S[redacted]	MAILS - CCP PERSONAL CARE	01	2012	$ 100.00
2012 AHIP Certification Reimbursement for Broker: 1[redacted]	1[redacted]	S[redacted]	MAILS - CCP PERSONAL CARE	01	2012	$ 100.00
2012 AHIP Certification Reimbursement for Broker: 1[redacted]	1[redacted]	P[redacted]	MAILS - CCP PERSONAL CARE	01	2012	$ 100.00
2012 AHIP Certification Reimbursement for Broker: 1[redacted]	1[redacted]	K[redacted]	MAILS - CCP PERSONAL CARE	01	2012	$ 100.00
Totals:						$ 600.00

2.8 Payments By Product

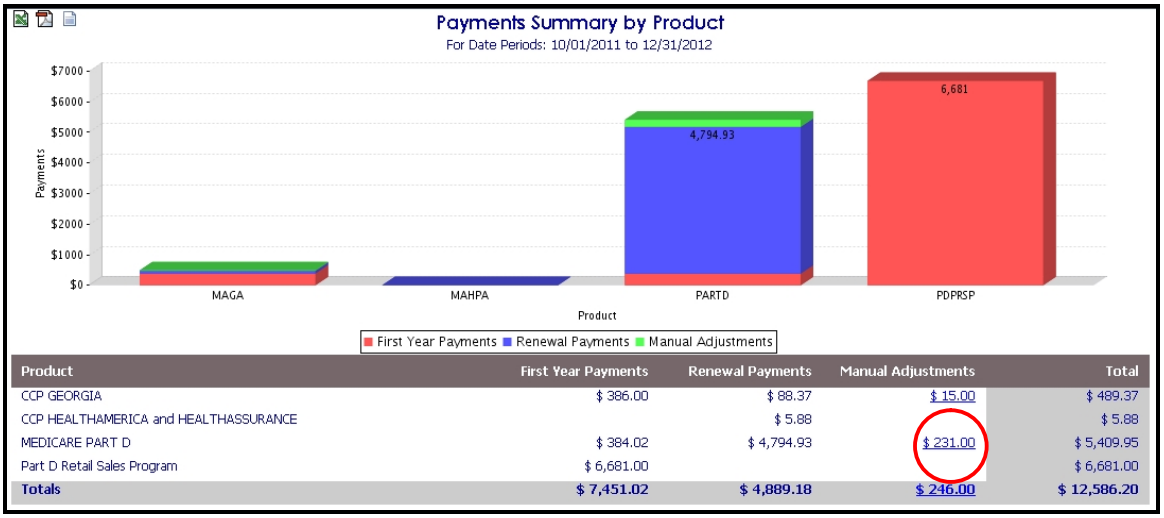
The Payments by Product report provides a summary and graphical view of payments by product based on the specified **From** and **To** date fields. The system defaults for these fields are 10/01/2011 (From Date) and 12/31/2012 (To Date).



The report *rows* are categorized by Product and Totals of each column on the bottom.

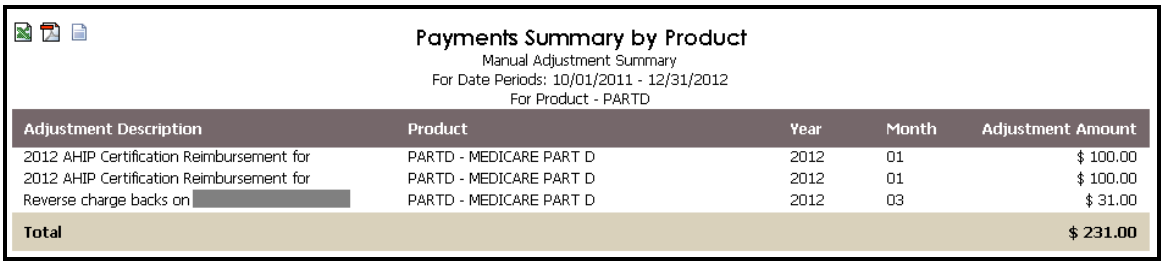
The report *columns* are categorized by:

- Ø Product
- Ø First Year Payments
- Ø Renewal Payments
- Ø Manual Adjustments
- Ø Total



Product	First Year Payments	Renewal Payments	Manual Adjustments	Total
CCP GEORGIA	$ 386.00	$ 88.37	$ 15.00	$ 489.37
CCP HEALTHAMERICA and HEALTHASSURANCE		$ 5.88		$ 5.88
MEDICARE PART D	$ 384.02	$ 4,794.93	$ 231.00	$ 5,409.95
Part D Retail Sales Program	$ 6,681.00			$ 6,681.00
Totals	**$ 7,451.02**	**$ 4,889.18**	**$ 246.00**	**$ 12,586.20**

The report also provides access to additional details on manual adjustments related to each product. Click on any of the underlined totals in the **"Manual Adjustments"** column of the Payments Summary by Product report and the Manual Adjustment Summary data will be generated.



Payments Summary by Product
Manual Adjustment Summary
For Date Periods: 10/01/2011 - 12/31/2012
For Product - PARTD

Adjustment Description	Product	Year	Month	Adjustment Amount
2012 AHIP Certification Reimbursement for	PARTD - MEDICARE PART D	2012	01	$ 100.00
2012 AHIP Certification Reimbursement for	PARTD - MEDICARE PART D	2012	01	$ 100.00
Reverse charge backs on [redacted]	PARTD - MEDICARE PART D	2012	03	$ 31.00
Total				**$ 231.00**

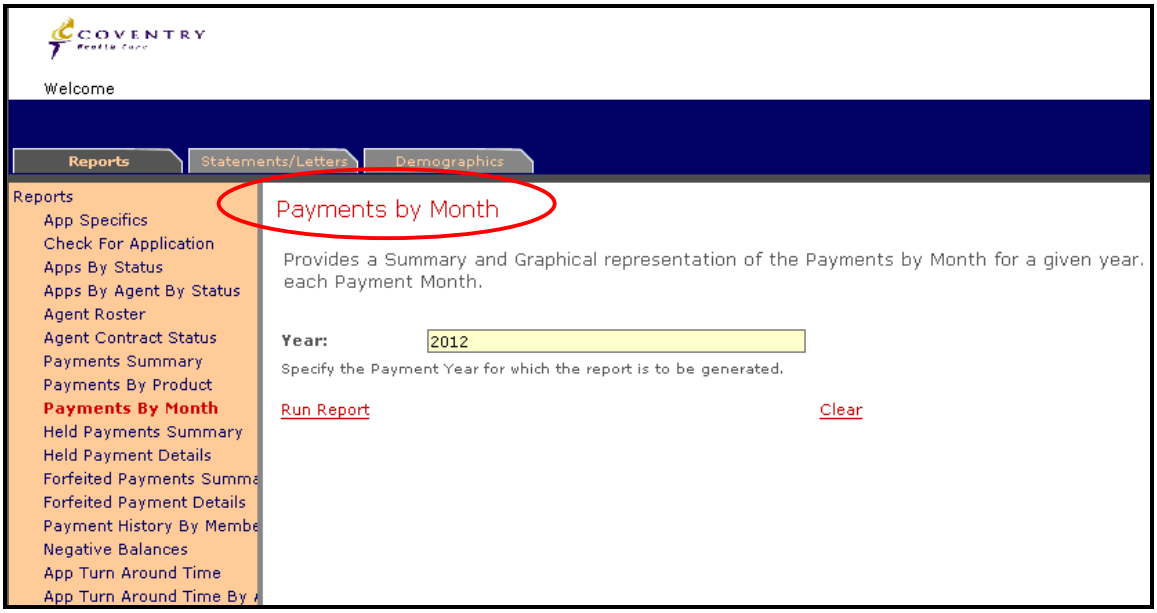
On the Payments Summary by Product Manual Adjustment Summary report, the 5 data fields listed below will be present:

- Adjustment Description
- Product
- Year
- Month
- Adjustment Amount

2.9 Payments By Month

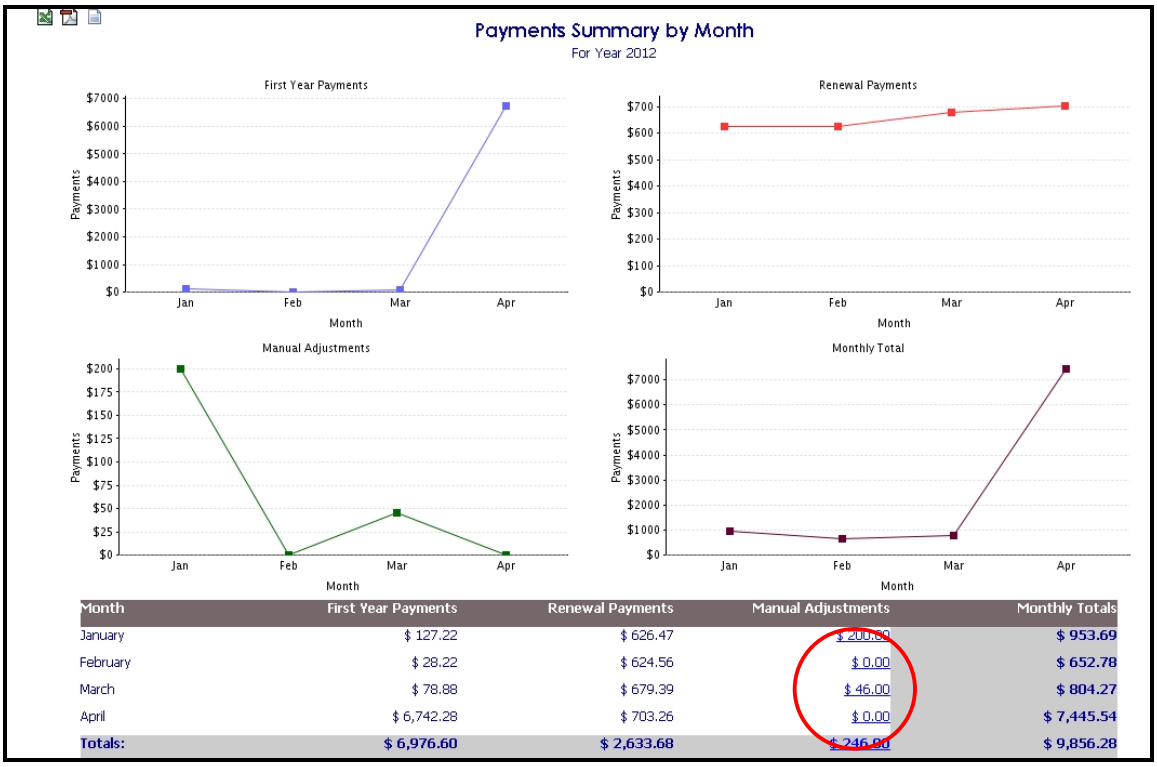
The Payments by Month report provides a summary and graphical representation of the payments by month for a given year. The report also provides access to additional details on Manual Adjustments related to each payment month.

The single required field for this report is the **"Year."** The system default for this field is the current year.



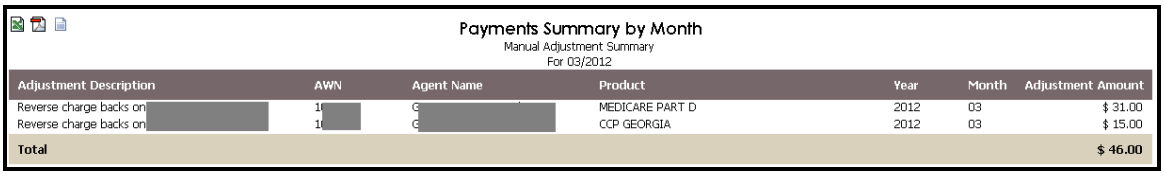
On the Payments by Month report, the 5 data fields listed below will be present:

- Month
- First Year Payments
- Renewal Payments
- Manual Adjustments
- Monthly Totals



Month	First Year Payments	Renewal Payments	Manual Adjustments	Monthly Totals
January	$ 127.22	$ 626.47	$ 200.00	$ 953.69
February	$ 28.22	$ 624.56	$ 0.00	$ 652.78
March	$ 78.88	$ 679.39	$ 46.00	$ 804.27
April	$ 6,742.28	$ 703.26	$ 0.00	$ 7,445.54
Totals:	**$ 6,976.60**	**$ 2,633.68**	**$ 246.00**	**$ 9,856.28**

Click on any of the underlined totals in the "**Manual Adjustments**" column of the Payment Summary by Month report to access Manual Adjustment Summary details.



Payments Summary by Month
Manual Adjustment Summary
For 03/2012

Adjustment Description	AWN	Agent Name	Product	Year	Month	Adjustment Amount
Reverse charge backs on [redacted]	1[redacted]	G[redacted]	MEDICARE PART D	2012	03	$ 31.00
Reverse charge backs on [redacted]	1[redacted]	G[redacted]	CCP GEORGIA	2012	03	$ 15.00
Total						**$ 46.00**

On the Payments Summary by Month Manual Adjustment Summary report, the 7 data fields listed below will be present:

- Ø Adjustment Description
- Ø AWN
- Ø Agent Name
- Ø Product
- Ø Year
- Ø Month
- Ø Adjustment Amount

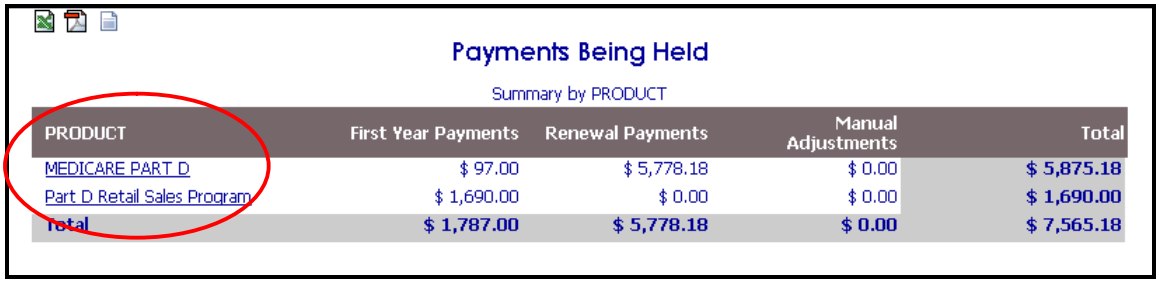
2.10 Held Payments Summary

The Held Payments Summary report will provide a summary of commissions currently being held by Coventry.

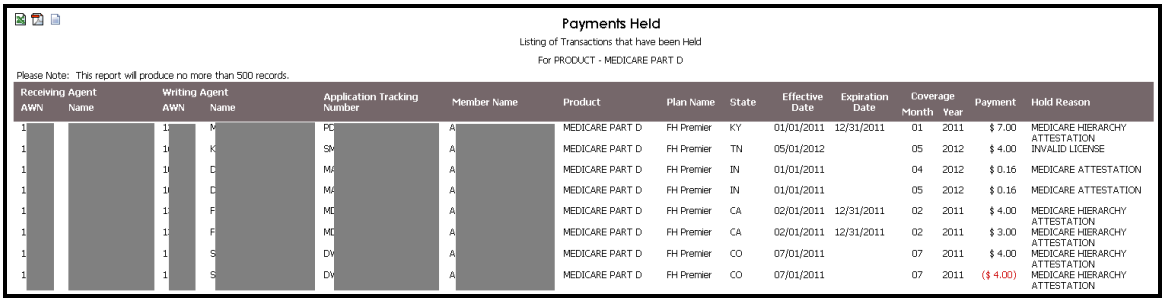
The single required field for this report is the **"Report Grouping."** The system default for this field is Product, but the report can also be grouped by Hold Reason **(See 5.2 for Hold Reasons)** or Agent Writing Number (AWN).

On the Payments Being Held report, the 7 data fields listed below will be present:

- Ø Product
- Ø First Year Payments
- Ø Renewal Payments
- Ø Manual Adjustment
- Ø Total



Click on an underlined "**Product"** link to generate a report of commissions that have been held for that product, including the hold reason (see 5.2 for Hold Reasons).



Payments Held

Listing of Transactions that have been Held

For PRODUCT - MEDICARE PART D

Please Note: This report will produce no more than 500 records.

Receiving Agent AWN	Receiving Agent Name	Writing Agent AWN	Writing Agent Name	Application Tracking Number	Member Name	Product	Plan Name	State	Effective Date	Expiration Date	Coverage Month	Coverage Year	Payment	Hold Reason
1		1	M	PC	A	MEDICARE PART D	FH Premier	KY	01/01/2011	12/31/2011	01	2011	$ 7.00	MEDICARE HIERARCHY ATTESTATION
1		1	K	SM	A	MEDICARE PART D	FH Premier	TN	05/01/2012		05	2012	$ 4.00	INVALID LICENSE
1		1	D	MA	A	MEDICARE PART D	FH Premier	IN	01/01/2011		04	2012	$ 0.16	MEDICARE ATTESTATION
1		1	D	MA	A	MEDICARE PART D	FH Premier	IN	01/01/2011		05	2012	$ 0.16	MEDICARE ATTESTATION
1		1	F	MD	A	MEDICARE PART D	FH Premier	CA	02/01/2011	12/31/2011	02	2011	$ 4.00	MEDICARE HIERARCHY ATTESTATION
1		1	F	MD	A	MEDICARE PART D	FH Premier	CA	02/01/2011	12/31/2011	02	2011	$ 3.00	MEDICARE HIERARCHY ATTESTATION
1		1	S	DW	A	MEDICARE PART D	FH Premier	CO	07/01/2011		07	2011	$ 4.00	MEDICARE HIERARCHY ATTESTATION
1		1	S	DW	A	MEDICARE PART D	FH Premier	CO	07/01/2011		07	2011	($ 4.00)	MEDICARE HIERARCHY ATTESTATION

On the report listing payments held for a particular product, the 15 data fields listed below will be present:

- Ø Receiving AWN
- Ø Agent Name
- Ø Writing Agent AWN
- Ø Writing Agent Name
- Ø Application Tracking Number
- Ø Member Name
- Ø Product
- Ø Plan Name
- Ø State
- Ø Effective Date
- Ø Expiration Date
- Ø Coverage Month
- Ø Coverage Year
- Ø Payment
- Ø Hold Reason

2.11 Held Payment Details

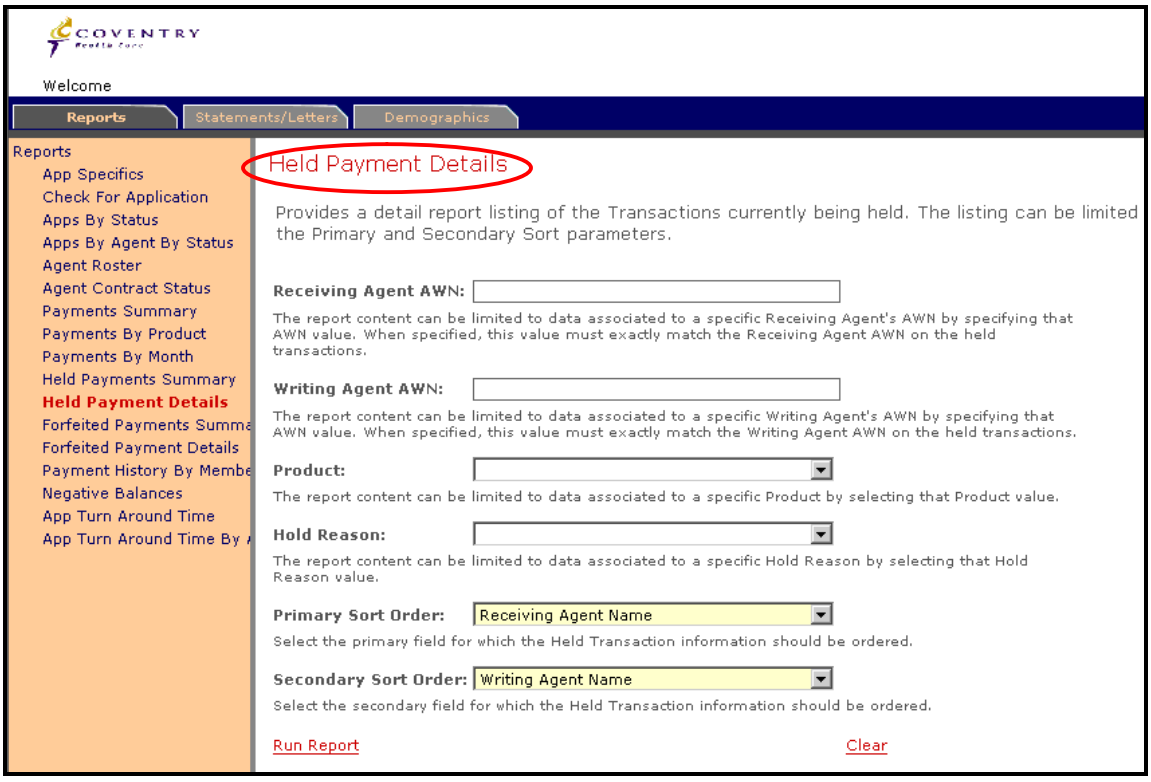
The Held Payment Detail report provides the details on commissions currently being held.

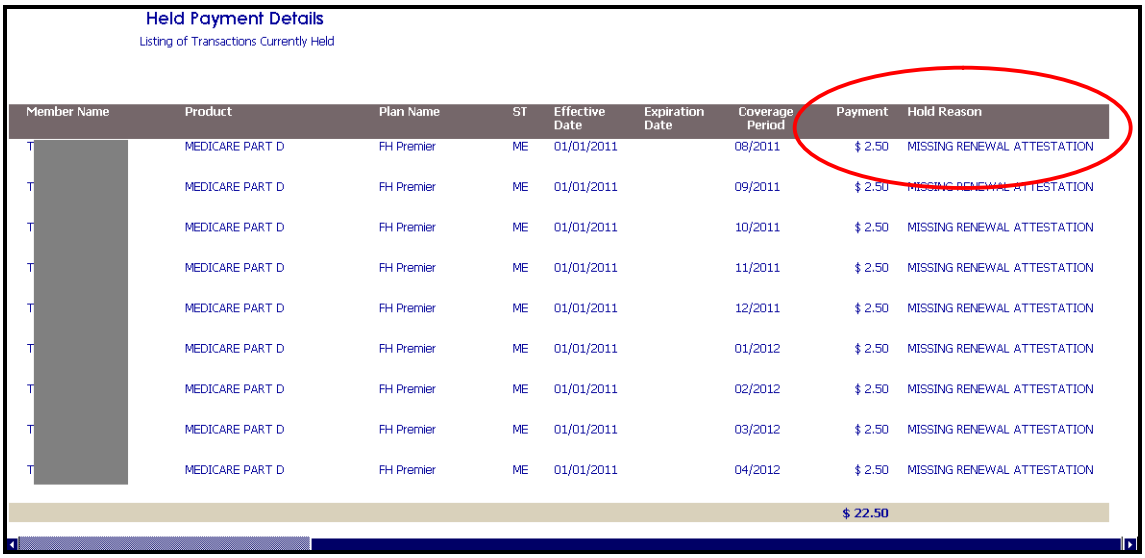
The user may utilize four (4) filters to retrieve payment summary information:

- Ø Receiving Agent AWN
- Ø Writing Agent AWN
- Ø Product
- Ø Hold Reason (See 5.2 for Hold Reasons)

This report also provides the ability to prioritize the sequence of the report by the use of a **Primary Sort Order** and **Secondary Sort Order**. The options listed below appear in the drop down menu for each sort.

- Ø Receiving Agent Name (*Primary Sort* system default)
- Ø Receiving Agent AWN
- Ø Writing Agent Name (*Secondary Sort* system default)
- Ø Writing Agent AWN
- Ø Product
- Ø Hold Reason


COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summe
Forfeited Payment Details
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time By
Held Payment Details
Provides a detail report listing of the Transactions currently being held. The listing can be limited the Primary and Secondary Sort parameters.
Receiving Agent AWN:
The report content can be limited to data associated to a specific Receiving Agent's AWN by specifying that AWN value. When specified, this value must exactly match the Receiving Agent AWN on the held transactions.
Writing Agent AWN:
The report content can be limited to data associated to a specific Writing Agent's AWN by specifying that AWN value. When specified, this value must exactly match the Writing Agent AWN on the held transactions.
Product:
The report content can be limited to data associated to a specific Product by selecting that Product value.
Hold Reason:
The report content can be limited to data associated to a specific Hold Reason by selecting that Hold Reason value.
Primary Sort Order:
Receiving Agent Name
Select the primary field for which the Held Transaction information should be ordered.
Secondary Sort Order:
Writing Agent Name
Select the secondary field for which the Held Transaction information should be ordered.
Run Report
Clear



Held Payment Details

Listing of Transactions Currently Held

Member Name	Product	Plan Name	ST	Effective Date	Expiration Date	Coverage Period	Payment	Hold Reason
T	MEDICARE PART D	FH Premier	ME	01/01/2011		08/2011	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		09/2011	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		10/2011	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		11/2011	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		12/2011	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		01/2012	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		02/2012	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		03/2012	$ 2.50	MISSING RENEWAL ATTESTATION
T	MEDICARE PART D	FH Premier	ME	01/01/2011		04/2012	$ 2.50	MISSING RENEWAL ATTESTATION
							$ 22.50	

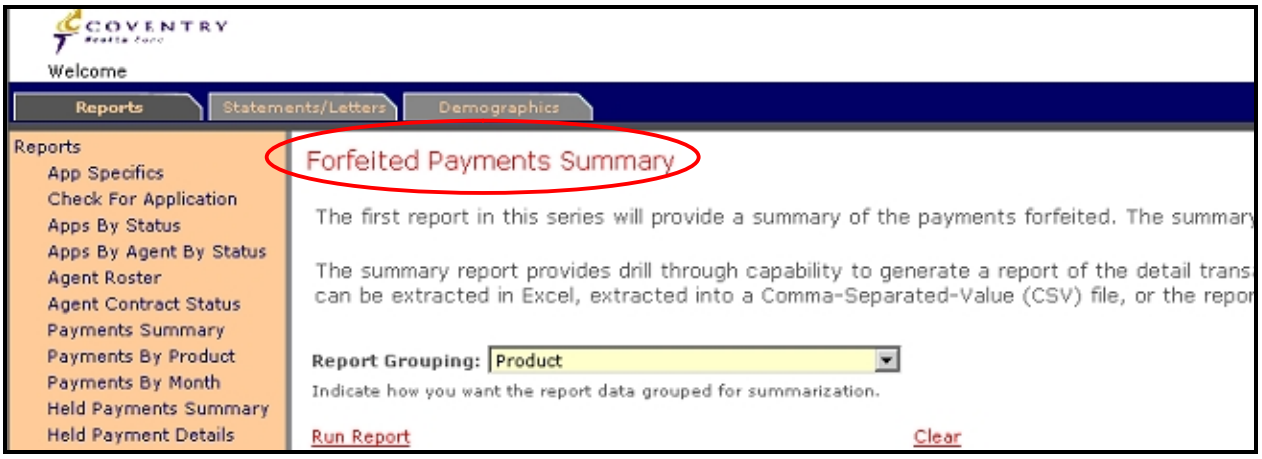
On the report listing payments held for a particular product, the 14 data fields listed below will be present:

- Receiving Agent AWN
- Receiving Agent Name
- Writing Agent AWN
- Writing Agent Name
- Application Tracking Number
- Member Name
- Product
- Plan Name
- State
- Effective Date
- Expiration Date
- Coverage Period
- Payment
- Hold Reason

2.12 Forfeited Payments Summary

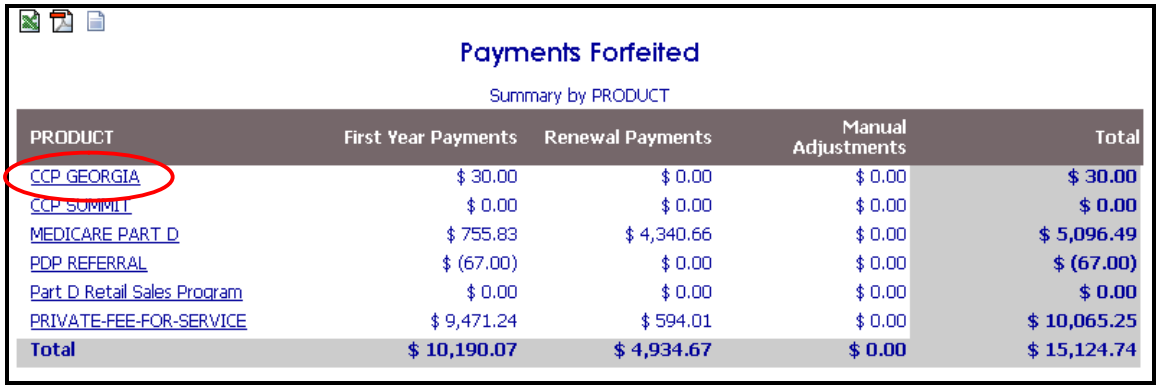
The Forfeited Payments Summary report provides details on commissions that have been forfeited **(See 5.2 for Forfeiture Reasons).**

The single required field for this report is the **"Report Grouping."** The system default for this field is Product, but the report can also be grouped by Hold Reason **(See 5.2 for Hold Reasons)** or Agent Writing Number (AWN).


COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summary
The first report in this series will provide a summary of the payments forfeited. The summary
The summary report provides drill through capability to generate a report of the detail trans
can be extracted in Excel, extracted into a Comma-Separated-Value (CSV) file, or the repor
Report Grouping: Product
Indicate how you want the report data grouped for summarization.
Run Report
Clear

The report *columns* are categorized by:

- Ø Product
- Ø First Year Payments
- Ø Renewal Payments
- Ø Manual Adjustments
- Ø Total

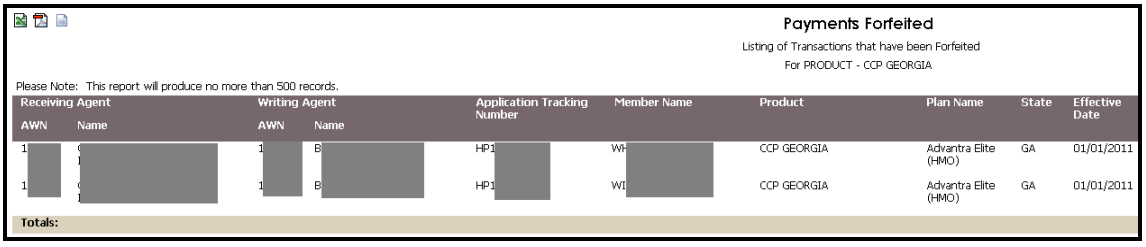


Payments Forfeited

Summary by PRODUCT

PRODUCT	First Year Payments	Renewal Payments	Manual Adjustments	Total
CCP GEORGIA	$ 30.00	$ 0.00	$ 0.00	**$ 30.00**
CCP SUMMIT	$ 0.00	$ 0.00	$ 0.00	**$ 0.00**
MEDICARE PART D	$ 755.83	$ 4,340.66	$ 0.00	**$ 5,096.49**
PDP REFERRAL	$ (67.00)	$ 0.00	$ 0.00	**$ (67.00)**
Part D Retail Sales Program	$ 0.00	$ 0.00	$ 0.00	**$ 0.00**
PRIVATE-FEE-FOR-SERVICE	$ 9,471.24	$ 594.01	$ 0.00	**$ 10,065.25**
Total	**$ 10,190.07**	**$ 4,934.67**	**$ 0.00**	**$ 15,124.74**

Click on an underlined Product link to generate the summary list of commissions that have been forfeited for the chosen Product.



Payments Forfeited

Listing of Transactions that have been Forfeited

For PRODUCT - CCP GEORGIA

Please Note: This report will produce no more than 500 records.

Receiving Agent AWN	Receiving Agent Name	Writing Agent AWN	Writing Agent Name	Application Tracking Number	Member Name	Product	Plan Name	State	Effective Date
1	[redacted]	1	[redacted]	HP1	WH [redacted]	CCP GEORGIA	Advantra Elite (HMO)	GA	01/01/2011
1	[redacted]	1	[redacted]	HP1	WI [redacted]	CCP GEORGIA	Advantra Elite (HMO)	GA	01/01/2011

Totals:

2.13 Forfeited Payment Details

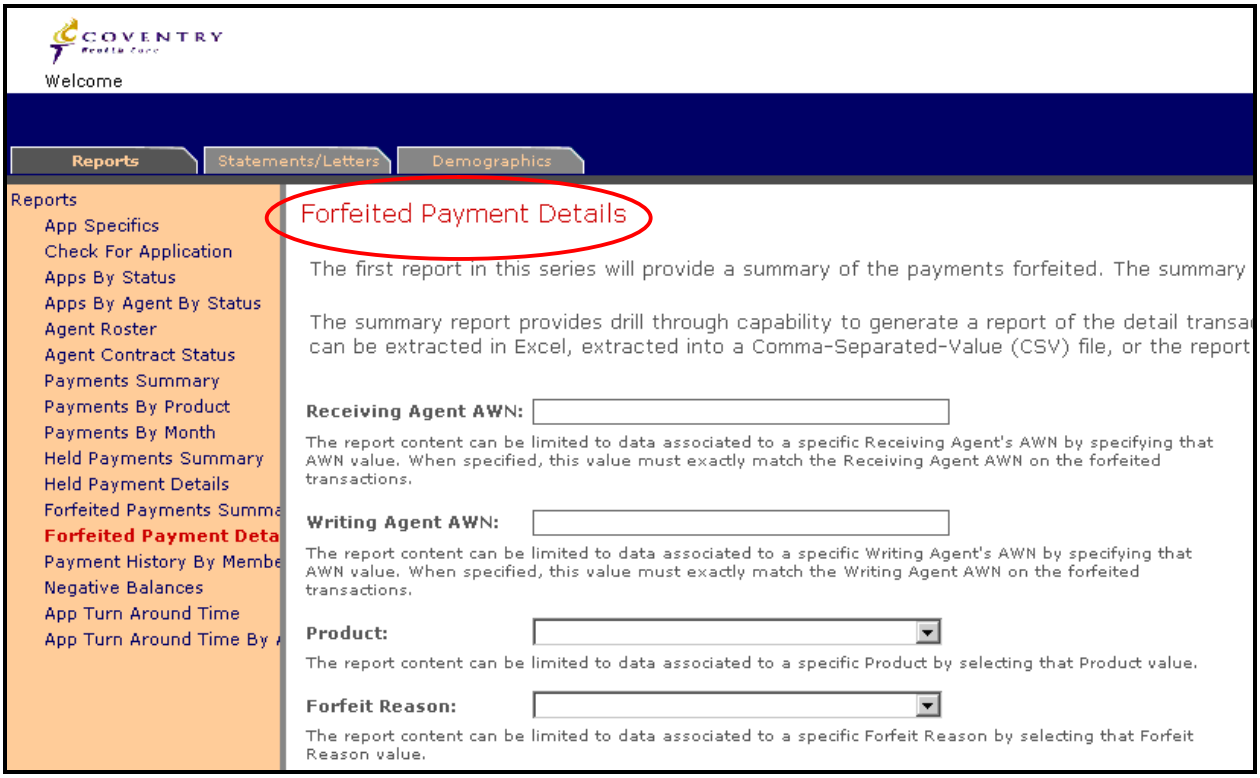
The Forfeited Payment Detail report provides details on commissions that have been forfeited.

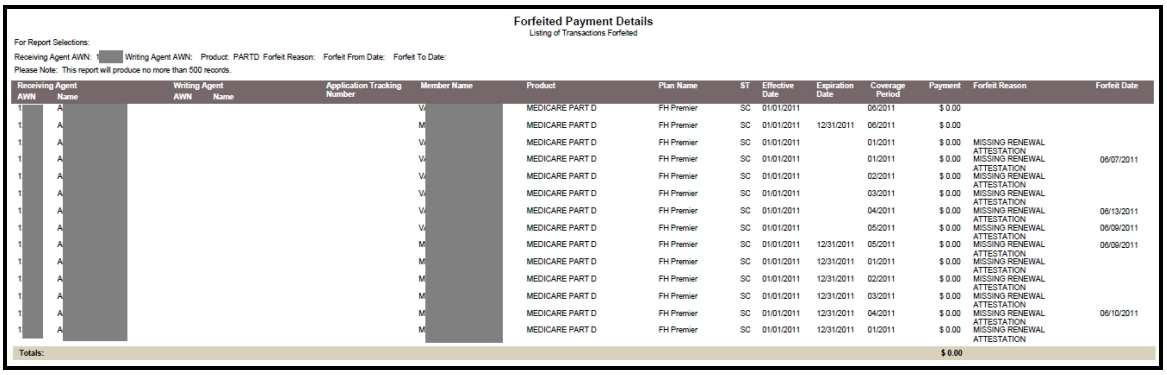
The user may utilize six (6) filters to retrieve payment summary information:

- Receiving Agent AWN
- Writing Agent AWN
- Product
- Forfeit Reason (See 5.1 for Forfeiture Reasons)
- Forfeit From Date
- Forfeit To Date

This report also provides the ability to prioritize the sequence of the report by the use of a **Primary Sort Order** and **Secondary Sort Order**. The options listed below appear in the drop down menu for each sort.

- Receiving Agent Name (*Primary Sort* system default)
- Receiving Agent AWN
- Writing Agent Name (*Secondary Sort* system default)
- Writing Agent AWN
- Product
- Forfeit Reason


COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Deta
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time By
Forfeited Payment Details
The first report in this series will provide a summary of the payments forfeited. The summary
The summary report provides drill through capability to generate a report of the detail transa
can be extracted in Excel, extracted into a Comma-Separated-Value (CSV) file, or the report
Receiving Agent AWN:
The report content can be limited to data associated to a specific Receiving Agent's AWN by specifying that AWN value. When specified, this value must exactly match the Receiving Agent AWN on the forfeited transactions.
Writing Agent AWN:
The report content can be limited to data associated to a specific Writing Agent's AWN by specifying that AWN value. When specified, this value must exactly match the Writing Agent AWN on the forfeited transactions.
Product:
The report content can be limited to data associated to a specific Product by selecting that Product value.
Forfeit Reason:
The report content can be limited to data associated to a specific Forfeit Reason by selecting that Forfeit Reason value.



Forfeited Payment Details

Listing of Transactions Forfeited

For Report Selections:

Receiving Agent AWN: [redacted] Writing Agent AWN: Product: PARTD Forfeit Reason: Forfeit From Date: Forfeit To Date:

Please Note: This report will produce no more than 500 records.

Receiving Agent AWN	Receiving Agent Name	Writing Agent AWN	Writing Agent Name	Application Tracking Number	Member Name	Product	Plan Name	ST	Effective Date	Expiration Date	Coverage Period	Payment	Forfeit Reason	Forfeit Date
1	A				V	MEDICARE PART D	FH Premier	SC	01/01/2011		06/2011	$ 0.00		
1	A				M	MEDICARE PART D	FH Premier	SC	01/01/2011	12/31/2011	06/2011	$ 0.00		
1	A				V	MEDICARE PART D	FH Premier	SC	01/01/2011		01/2011	$ 0.00	MISSING RENEWAL ATTESTATION	
1	A				V	MEDICARE PART D	FH Premier	SC	01/01/2011		01/2011	$ 0.00	MISSING RENEWAL ATTESTATION	06/07/2011
1	A				V	MEDICARE PART D	FH Premier	SC	01/01/2011		02/2011	$ 0.00	MISSING RENEWAL ATTESTATION	
1	A				V	MEDICARE PART D	FH Premier	SC	01/01/2011		03/2011	$ 0.00	MISSING RENEWAL ATTESTATION	
1	A				V	MEDICARE PART D	FH Premier	SC	01/01/2011		04/2011	$ 0.00	MISSING RENEWAL ATTESTATION	06/13/2011
1	A				V	MEDICARE PART D	FH Premier	SC	01/01/2011		05/2011	$ 0.00	MISSING RENEWAL ATTESTATION	06/09/2011
1	A				M	MEDICARE PART D	FH Premier	SC	01/01/2011	12/31/2011	05/2011	$ 0.00	MISSING RENEWAL ATTESTATION	06/09/2011
1	A				M	MEDICARE PART D	FH Premier	SC	01/01/2011	12/31/2011	01/2011	$ 0.00	MISSING RENEWAL ATTESTATION	
1	A				M	MEDICARE PART D	FH Premier	SC	01/01/2011	12/31/2011	02/2011	$ 0.00	MISSING RENEWAL ATTESTATION	
1	A				M	MEDICARE PART D	FH Premier	SC	01/01/2011	12/31/2011	03/2011	$ 0.00	MISSING RENEWAL ATTESTATION	
1	A				M	MEDICARE PART D	FH Premier	SC	01/01/2011	12/31/2011	04/2011	$ 0.00	MISSING RENEWAL ATTESTATION	06/10/2011
1	A				M	MEDICARE PART D	FH Premier	SC	01/01/2011	12/31/2011	01/2011	$ 0.00	MISSING RENEWAL ATTESTATION	
Totals:												$ 0.00		

On the report listing transactions forfeited, the 15 data fields listed below will be present:

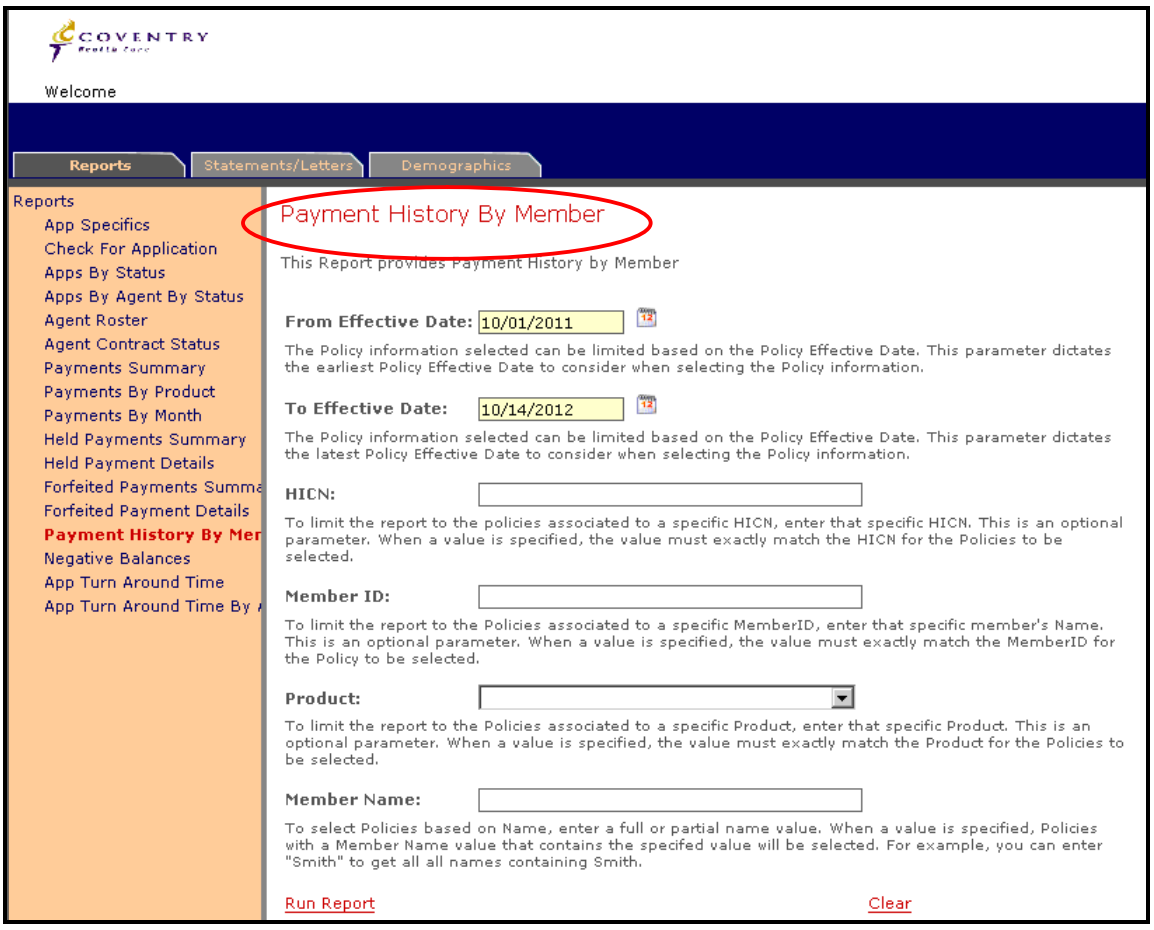
- Ø Receiving Agent AWN
- Ø Receiving Agent Name
- Ø Writing Agent AWN
- Ø Writing Agent Name
- Ø Application Tracking Number
- Ø Member Name
- Ø Product
- Ø Plan Name
- Ø State
- Ø Effective Date
- Ø Expiration Date
- Ø Coverage Period
- Ø Payment
- Ø Forfeit Reason
- Ø Forfeit Date

2.14 Payment History By Member

The Payment History by Member report allows the user to search within a combination of options to pull commission transaction information for each member. The user can search for a broad range of members, or for a specific member. The user is able to obtain total commission summations for a unique member, if multiple transactions exist.

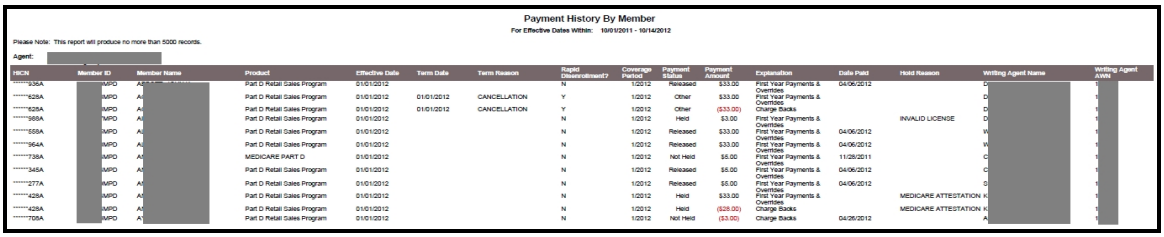
The user may utilize six (6) filters to seek payment history information:

- Ø From Effective Date: The system default date is 10/01/2011
- Ø To Effective Date: The system default date is 10/14/2012
- Ø HICN: Allows entry of a unique member HICN (Medicare ID)
- Ø Member ID: Allows entry of a unique member policy ID
- Ø Product: Drop down menu allows a user to select a single Product
- Ø Member Name: Allows entry of a full or partial name


COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
Payment History By Mer
Negative Balances
App Turn Around Time
App Turn Around Time By
Payment History By Member
This Report provides Payment History by Member
From Effective Date: 10/01/2011
The Policy information selected can be limited based on the Policy Effective Date. This parameter dictates the earliest Policy Effective Date to consider when selecting the Policy information.
To Effective Date: 10/14/2012
The Policy information selected can be limited based on the Policy Effective Date. This parameter dictates the latest Policy Effective Date to consider when selecting the Policy information.
HICN:
To limit the report to the policies associated to a specific HICN, enter that specific HICN. This is an optional parameter. When a value is specified, the value must exactly match the HICN for the Policies to be selected.
Member ID:
To limit the report to the Policies associated to a specific MemberID, enter that specific member's Name. This is an optional parameter. When a value is specified, the value must exactly match the MemberID for the Policy to be selected.
Product:
To limit the report to the Policies associated to a specific Product, enter that specific Product. This is an optional parameter. When a value is specified, the value must exactly match the Product for the Policies to be selected.
Member Name:
To select Policies based on Name, enter a full or partial name value. When a value is specified, Policies with a Member Name value that contains the specifed value will be selected. For example, you can enter "Smith" to get all all names containing Smith.
Run Report
Clear

Totals will be shown only for a single unique member and not if multiple members exist within the search results.

- For example: If the user sets the search criteria with a certain From and To Effective date, AND a Member ID, the results will not only show each transaction for that member, but show a Total (sum) of those payments.
- For example: If the user sets the search criteria with a certain From and To Effective date, AND selects a specific Product, the results will show any member falling under the chosen criteria and any associated transactions. However, there will not be a Total (sum) of those transactions.



Payment History By Member

For Effective Dates Within: 10/01/2011 - 10/14/2012

Please Note: This report will produce no more than 5000 records.

Agent: [redacted]

HICN	Member ID	Member Name	Product	Effective Date	Term Date	Term Reason	Rapid Disenrollment?	Coverage Period	Payment Status	Payment Amount	Explanation	Date Paid	Hold Reason	Writing Agent Name	Writing Agent AWN
******926A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Released	$33.00	First Year Payments & Overrides	04/06/2012		[redacted]	[redacted]
******928A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012	01/01/2012	CANCELLATION	Y	1/2012	Other	$33.00	First Year Payments & Overrides			[redacted]	[redacted]
******625A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012	01/01/2012	CANCELLATION	Y	1/2012	Other	($33.00)	Charge Backs			[redacted]	[redacted]
******568A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Held	$3.00	First Year Payments & Overrides		INVALID LICENSE	[redacted]	[redacted]
******558A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Released	$33.00	First Year Payments & Overrides	04/06/2012		[redacted]	[redacted]
******964A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Released	$33.00	First Year Payments & Overrides	04/06/2012		[redacted]	[redacted]
******738A	MPD	[redacted]	MEDICARE PART D	01/01/2012			N	1/2012	Not Held	$6.00	First Year Payments & Overrides	11/28/2011		[redacted]	[redacted]
******345A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Released	$6.00	First Year Payments & Overrides	04/06/2012		[redacted]	[redacted]
******277A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Released	$6.00	First Year Payments & Overrides	04/06/2012		[redacted]	[redacted]
******428A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Held	$33.00	First Year Payments & Overrides		MEDICARE ATTESTATION	[redacted]	[redacted]
******428A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Held	($28.00)	Charge Backs		MEDICARE ATTESTATION	[redacted]	[redacted]
******705A	MPD	[redacted]	Part D Retail Sales Program	01/01/2012			N	1/2012	Not Held	($3.00)	Charge Backs	04/26/2012		[redacted]	[redacted]

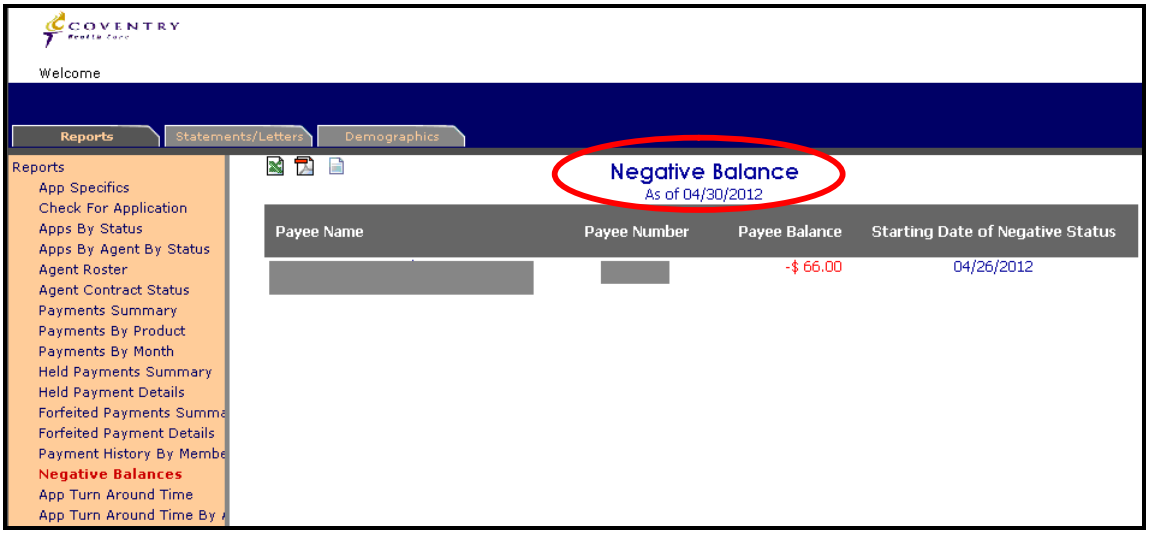
On the Payment History by Member report, the 16 data fields listed below will be present:

- HICN: Displays member's HICN/Medicare ID on file
- Member ID: Displays member's internal member ID, NOT the policy ID #
- Member Name: Displays member's name
- Product: Displays the product of the member's policy
- Effective Date: Displays the effective date of the member's policy
- Term Date: If the member's coverage is terminated, this displays the termination date
- Term Reason: This displays the internal reason code for termination (See 5.1 for Termination Reasons)
- Rapid Disenrollment?: Displays a Yes or No value to indicate if termination was a rapid disenrollment.
- Coverage Period: The month of coverage of which the payment addresses.
- Payment Status: This indicates if payment was "not held", "held", "released" (if previously held), and "forfeited".
- Payment Amount: This indicates the amount of the commission, either positive or negative (displayed in red with parenthesis)
- Explanation: Categorizes the payment type. For example, if the payment was a negative value, the explanation is "Chargebacks"
- Date Paid: Displays the Statement date of the payment.
- Hold Reason: If the payment is being held, this displays the hold reason
- Writing Agent Name: Displays the name (*last name, first name*) of the Agent of Record
- Writing Agent AWN: Displays the Agent Writing Number of the Agent of Record

2.15 Negative Balances

The Negative Balance report provides information in the event that the user currently has an outstanding balance owed to Coventry. The report will display information only for the payee. An agent cannot generate a report for any payee other than their own.

The report will display the Payee Name, Payee Number, Negative Balance, and the date of the Negative Balance origination.



The report *columns* are categorized by:

- Payee Name
- Payee Number
- Payee Balance
- Starting Date of Negative Status

Users with a Payee that is not currently holding a negative balance will see the message "**No Negative Balance Data found for the specified date"** displayed on their screen when this report is chosen.

Note: Contact the Broker Services Department to inquire about settling a negative balance. Please see the Quick Reference Guide located at the end of this document for contact information.

2.16 Application Turn Around Time

The Application Turn Around Time (TAT) report provides a summary of applications categorized by the period of time between Coventry's receipt of the member application and when that application is processed by the Coventry Enrollment Department.

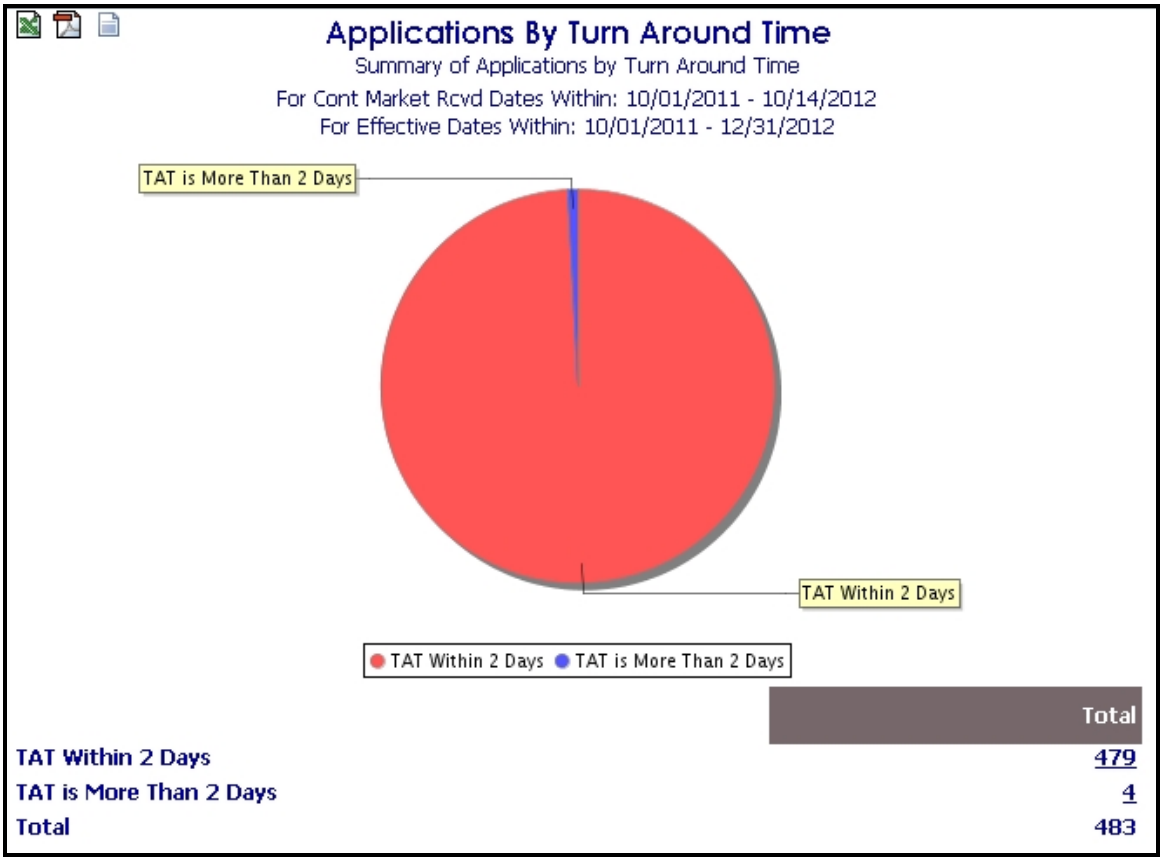
The user may utilize four (4) data filters to seek application TAT information:

- From Cont Market Rcvd Date: The system default date is 10/01/2011
- To Cont Market Rcvd Date: The system default date is 10/14/2012
- From Effective Date: The system default date is 10/01/2011
- To Effective Date: The system default date is 12/31/2012

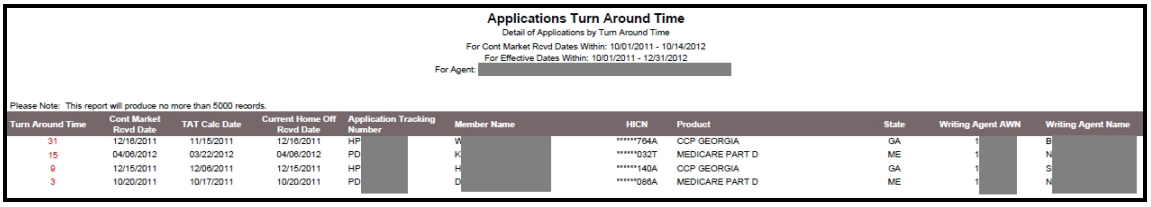
COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time By
Applications Turn Around Time
Summary of Applications by Turn Around Time
From Cont Market Rcvd Date:
10/01/2011
This section was formerly titled "From Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the earliest Application Receive Date to consider when selecting the Application information.
To Cont Market Rcvd Date:
10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting the Application information.
From Effective Date:
10/01/2011
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the earliest Enrollment Effective Date to consider when selecting the Application information.
To Effective Date:
12/31/2012
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the latest Enrollment Effective Date to consider when selecting the Application information.
Run Report
Clear

The report *rows* are categorized by:

- TAT Within 2 Days (turn around time)
- TAT is More Than 2 Days (turn around time)
- Total


Applications By Turn Around Time
Summary of Applications by Turn Around Time
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012
TAT is More Than 2 Days
TAT Within 2 Days
TAT Within 2 Days
TAT is More Than 2 Days
Total
TAT Within 2 Days 479
TAT is More Than 2 Days 4
Total 483

Click on a colored section of the pie chart or an underlined Total number to view a more detailed report of the applications processed within the range chosen and their specific turn around time by number of days.


Applications Turn Around Time
Detail of Applications by Turn Around Time
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012
For Agent:
Please Note: This report will produce no more than 5000 records.
Turn Around Time
Cont Market Rcvd Date
TAT Calc Date
Current Home Off Rcvd Date
Application Tracking Number
Member Name
HICN
Product
State
Writing Agent AWN
Writing Agent Name
31 12/16/2011 11/15/2011 12/16/2011 HP W ******764A CCP GEORGIA GA 1 B
15 04/06/2012 03/22/2012 04/06/2012 PD K ******032T MEDICARE PART D ME 1 N
9 12/15/2011 12/06/2011 12/15/2011 HP H ******140A CCP GEORGIA GA 1 S
3 10/20/2011 10/17/2011 10/20/2011 PD D ******086A MEDICARE PART D ME 1 N

2.17 Application Turn Around Time By Agent

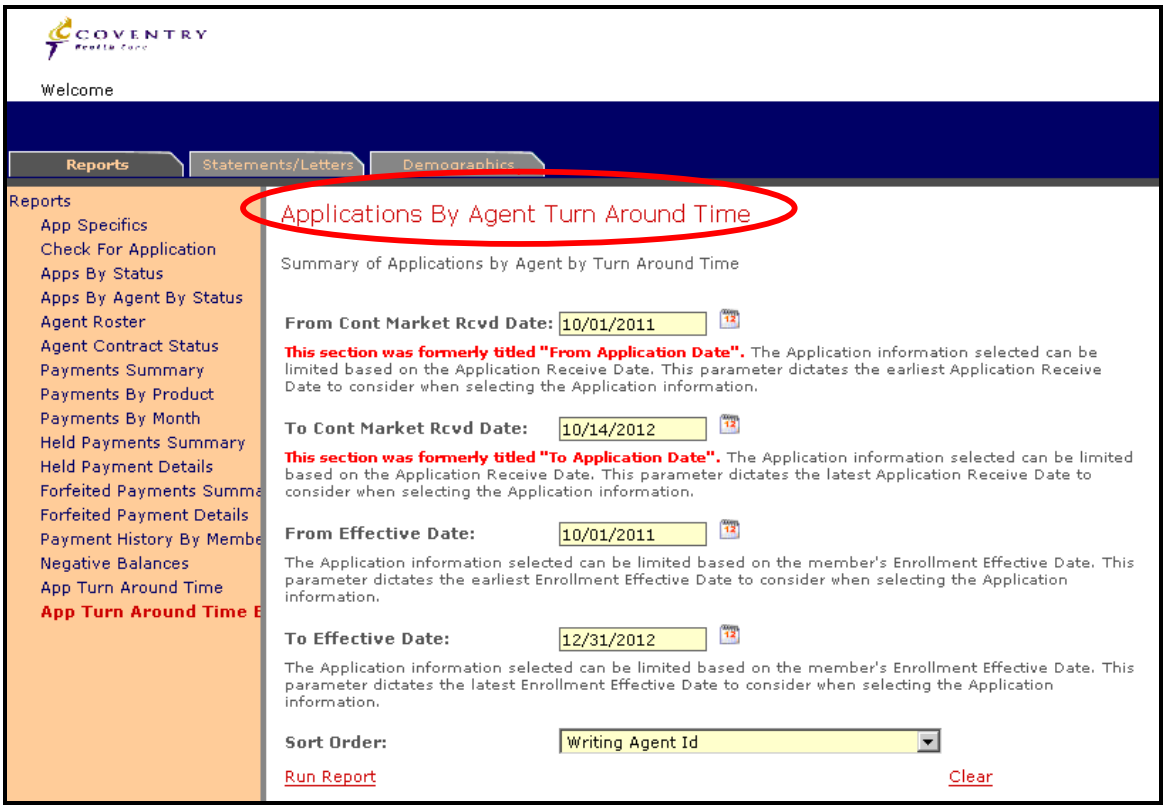
The Applications by Turn Around Time (TAT) report provides a summary of applications categorized by Writing Agent and listing the period of time between Coventry's receipt of the member application and when that application is processed by the Coventry Enrollment Department.

The user may utilize four (4) data filters to seek application TAT information:

- From Cont Market Rcvd Date: The system default date is 10/01/2011
- To Cont Market Rcvd Date: The system default date is 10/14/2012
- From Effective Date: The system default date is 10/01/2011
- To Effective Date: The system default date is 12/31/2012

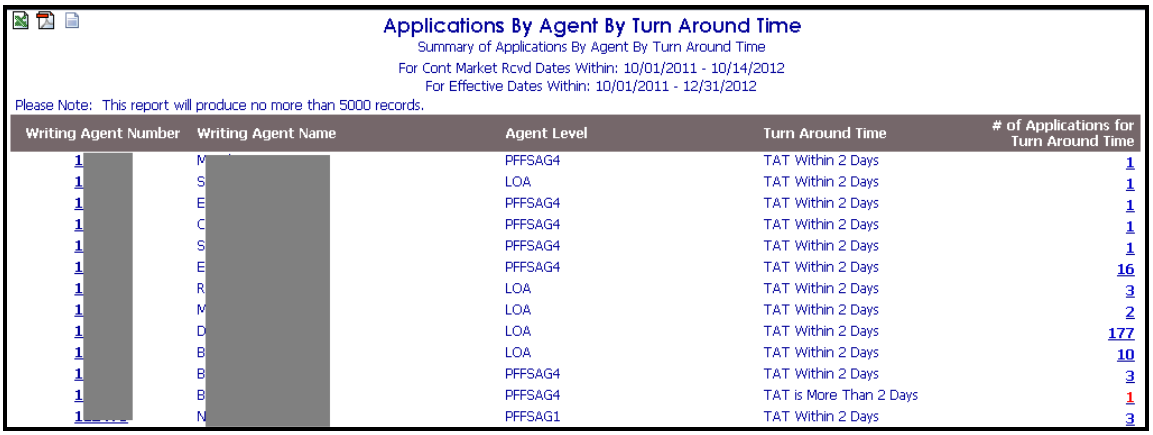
This report also provides the ability to prioritize the sequence of the report by the use of a **Sort Order**. The options listed below appear in the drop down menu for the sort.

- Writing Agent ID (system default)
- Writing Agent Name


COVENTRY
Welcome
Reports
Statements/Letters
Demographics
Reports
App Specifics
Check For Application
Apps By Status
Apps By Agent By Status
Agent Roster
Agent Contract Status
Payments Summary
Payments By Product
Payments By Month
Held Payments Summary
Held Payment Details
Forfeited Payments Summa
Forfeited Payment Details
Payment History By Membe
Negative Balances
App Turn Around Time
App Turn Around Time E
Applications By Agent Turn Around Time
Summary of Applications by Agent by Turn Around Time
From Cont Market Rcvd Date: 10/01/2011
This section was formerly titled "From Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the earliest Application Receive Date to consider when selecting the Application information.
To Cont Market Rcvd Date: 10/14/2012
This section was formerly titled "To Application Date". The Application information selected can be limited based on the Application Receive Date. This parameter dictates the latest Application Receive Date to consider when selecting the Application information.
From Effective Date: 10/01/2011
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the earliest Enrollment Effective Date to consider when selecting the Application information.
To Effective Date: 12/31/2012
The Application information selected can be limited based on the member's Enrollment Effective Date. This parameter dictates the latest Enrollment Effective Date to consider when selecting the Application information.
Sort Order: Writing Agent Id
Run Report
Clear

The report *columns* are categorized by:

- Writing Agent Number
- Writing Agent Name
- Agent Level
- Turn Around Time
- # of Applications for Turn Around Time



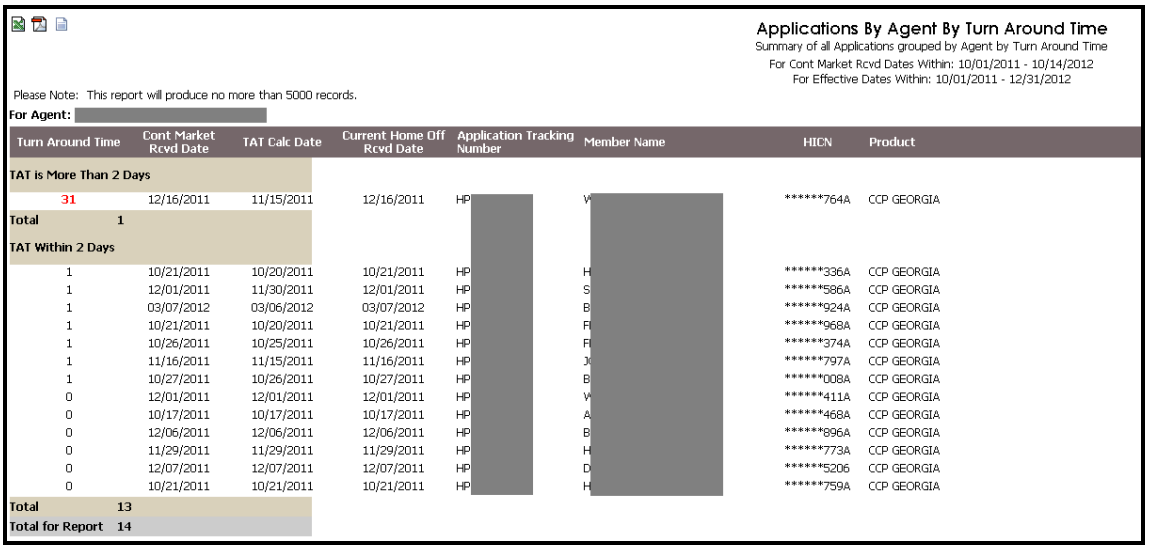
Applications By Agent By Turn Around Time

Summary of Applications By Agent By Turn Around Time
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012

Please Note: This report will produce no more than 5000 records.

Writing Agent Number	Writing Agent Name	Agent Level	Turn Around Time	# of Applications for Turn Around Time
1[redacted]	M[redacted]	PFFSAG4	TAT Within 2 Days	1
1[redacted]	S[redacted]	LOA	TAT Within 2 Days	1
1[redacted]	E[redacted]	PFFSAG4	TAT Within 2 Days	1
1[redacted]	C[redacted]	PFFSAG4	TAT Within 2 Days	1
1[redacted]	S[redacted]	PFFSAG4	TAT Within 2 Days	1
1[redacted]	E[redacted]	PFFSAG4	TAT Within 2 Days	16
1[redacted]	R[redacted]	LOA	TAT Within 2 Days	3
1[redacted]	M[redacted]	LOA	TAT Within 2 Days	2
1[redacted]	D[redacted]	LOA	TAT Within 2 Days	177
1[redacted]	B[redacted]	LOA	TAT Within 2 Days	10
1[redacted]	B[redacted]	PFFSAG4	TAT Within 2 Days	3
1[redacted]	B[redacted]	PFFSAG4	TAT is More Than 2 Days	1
1[redacted]	N[redacted]	PFFSAG1	TAT Within 2 Days	3

Click on an underlined **AWN** or **# of Apps for TAT** total to view a more detailed report of the applications within the range chosen for the particular agent and their specific TAT.



Applications By Agent By Turn Around Time

Summary of all Applications grouped by Agent by Turn Around Time
For Cont Market Rcvd Dates Within: 10/01/2011 - 10/14/2012
For Effective Dates Within: 10/01/2011 - 12/31/2012

Please Note: This report will produce no more than 5000 records.

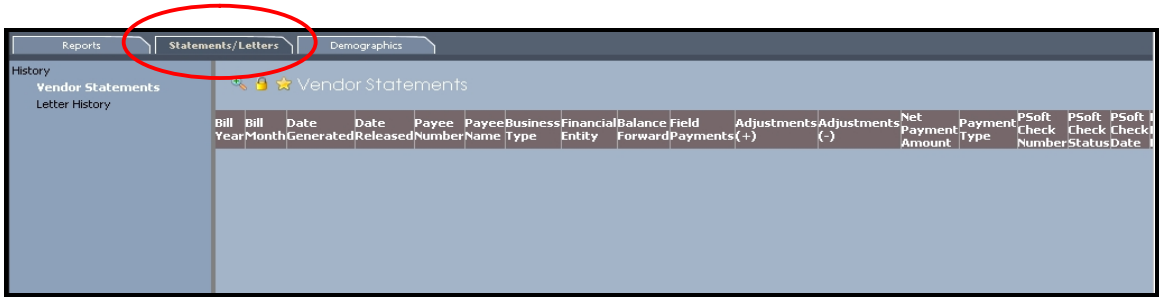
For Agent: [redacted]

Turn Around Time	Cont Market Rcvd Date	TAT Calc Date	Current Home Off Rcvd Date	Application Tracking Number	Member Name	HICN	Product
TAT is More Than 2 Days							
31	12/16/2011	11/15/2011	12/16/2011	HP[redacted]	W[redacted]	******764A	CCP GEORGIA
Total 1							
TAT Within 2 Days							
1	10/21/2011	10/20/2011	10/21/2011	HP[redacted]	H[redacted]	******336A	CCP GEORGIA
1	12/01/2011	11/30/2011	12/01/2011	HP[redacted]	S[redacted]	******586A	CCP GEORGIA
1	03/07/2012	03/06/2012	03/07/2012	HP[redacted]	B[redacted]	******924A	CCP GEORGIA
1	10/21/2011	10/20/2011	10/21/2011	HP[redacted]	F[redacted]	******968A	CCP GEORGIA
1	10/26/2011	10/25/2011	10/26/2011	HP[redacted]	F[redacted]	******374A	CCP GEORGIA
1	11/16/2011	11/15/2011	11/16/2011	HP[redacted]	J[redacted]	******797A	CCP GEORGIA
1	10/27/2011	10/26/2011	10/27/2011	HP[redacted]	B[redacted]	******008A	CCP GEORGIA
0	12/01/2011	12/01/2011	12/01/2011	HP[redacted]	W[redacted]	******411A	CCP GEORGIA
0	10/17/2011	10/17/2011	10/17/2011	HP[redacted]	A[redacted]	******468A	CCP GEORGIA
0	12/06/2011	12/06/2011	12/06/2011	HP[redacted]	B[redacted]	******896A	CCP GEORGIA
0	11/29/2011	11/29/2011	11/29/2011	HP[redacted]	H[redacted]	******773A	CCP GEORGIA
0	12/07/2011	12/07/2011	12/07/2011	HP[redacted]	D[redacted]	******5206	CCP GEORGIA
0	10/21/2011	10/21/2011	10/21/2011	HP[redacted]	H[redacted]	******759A	CCP GEORGIA
Total 13							
Total for Report 14							

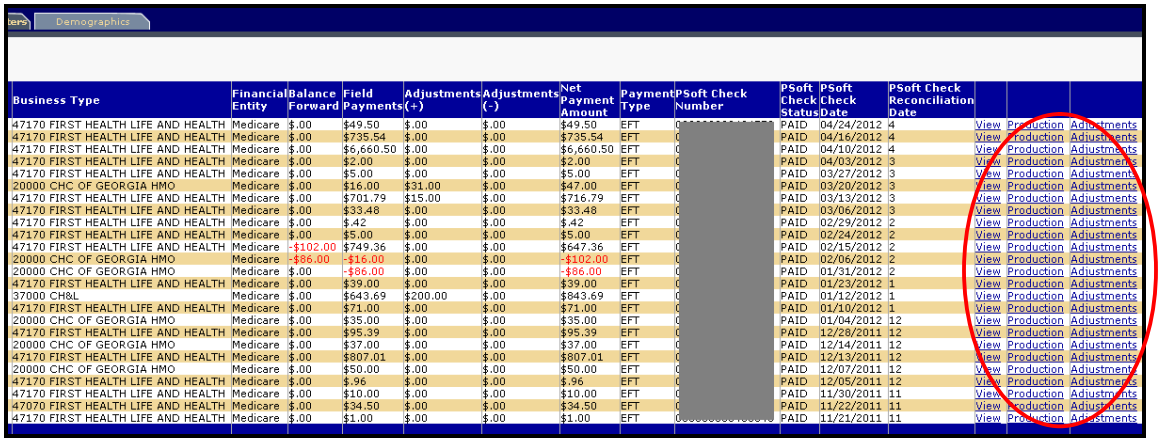
3. Statements & Letters

3.1 Vendor Statements

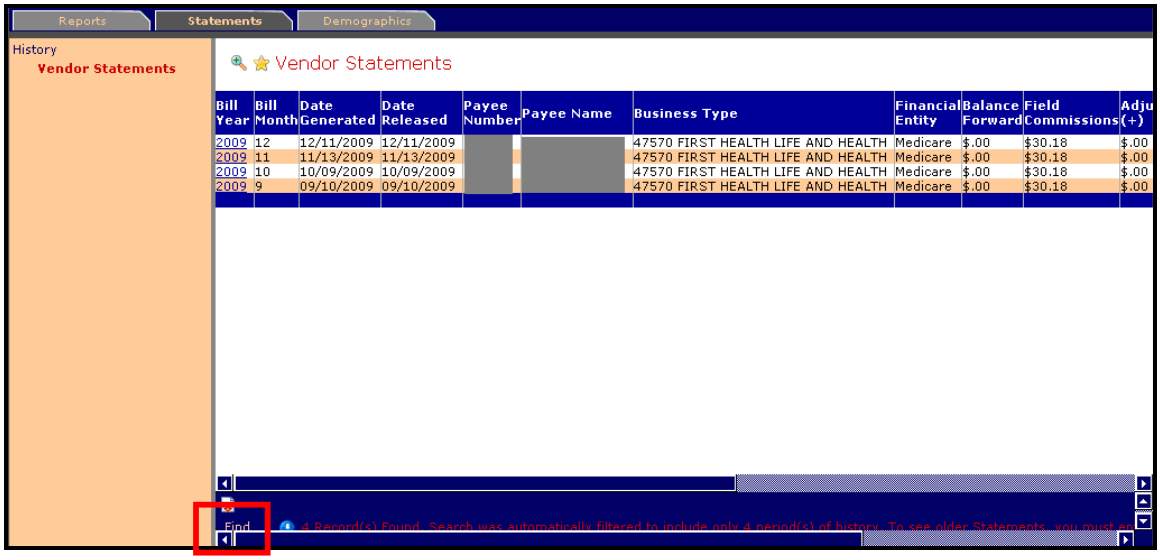
The second tab on the App Tracker menu gives the user access to the Broker Commissions Statements and Letter History. To access Statements, click on the tab labeled **"Statements/Letters"** and choose **"Vendor Statements"** on the left-hand side of the screen. (**Note:** A user will only be able to view their commission statements if they are set up to pay to themselves and not to another payee or agency.)



Users will see there are four columns in the **Statements** menu that are underlined and will generated reports when chosen. The first underlined field in the menu is the statement year under the **Bill Year** column. The **View** (statement), **Production**, and **Adjustments** fields listed at the far right-hand side of the menu also generate additional report details when chosen. Click on any of these four fields to generate further detailed statement reports.

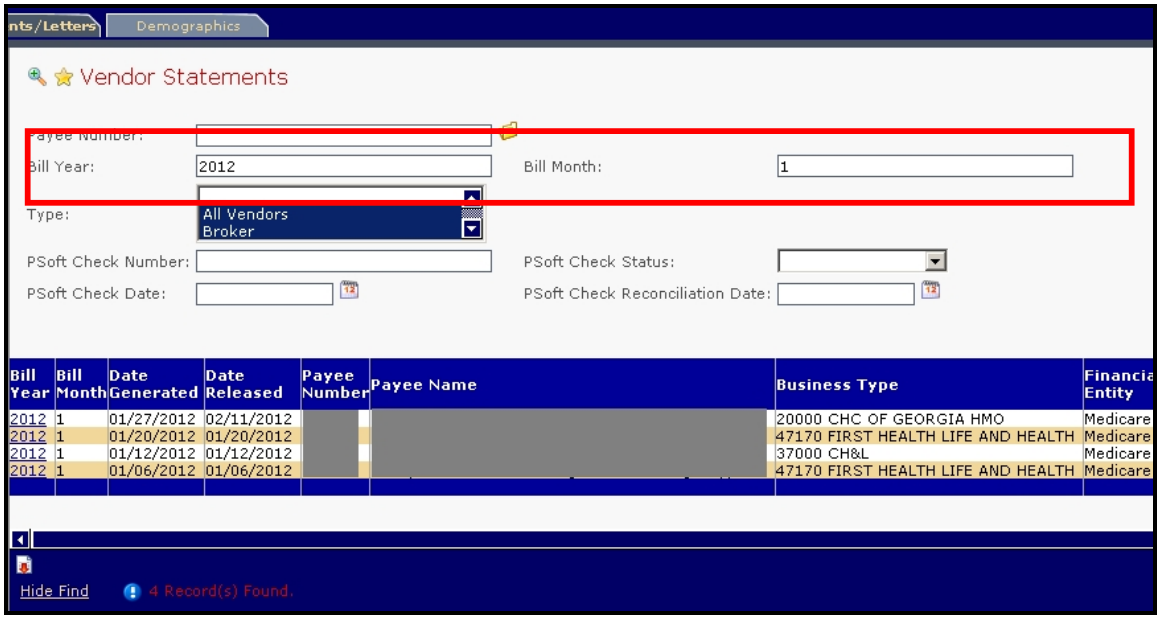


App Tracker is configured to display statements for **6 periods** (which are defined as months). To view statements older than 6 periods, click **Find** at the bottom of the statement screen to reveal the search options at the top of the screen.

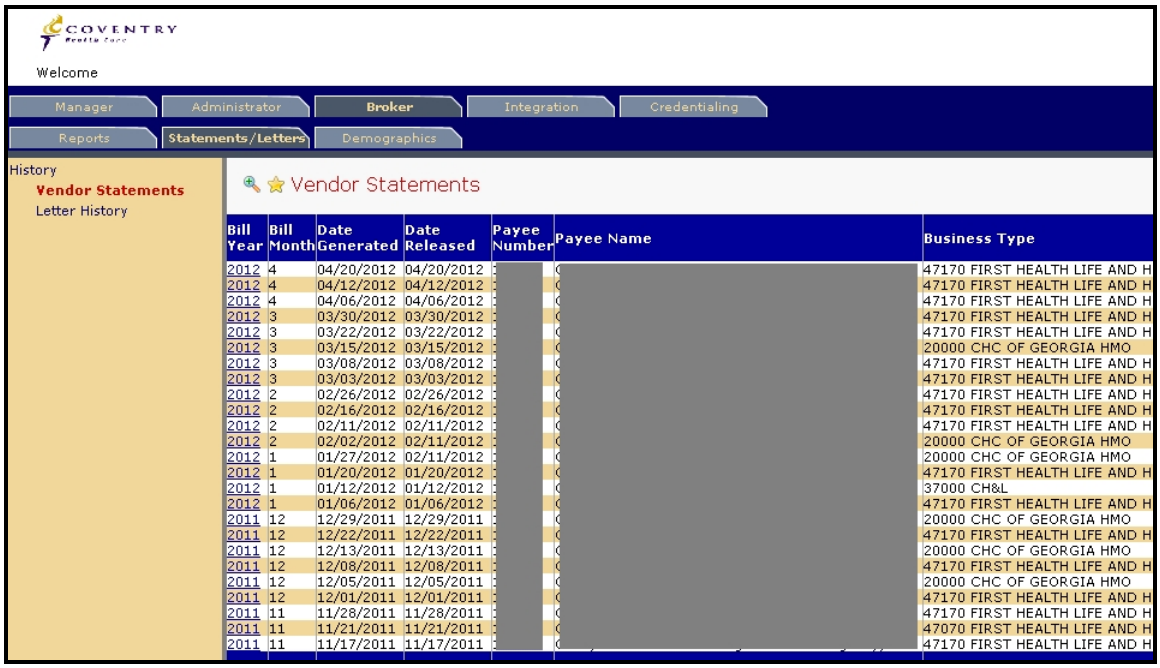

Reports
Statements
Demographics
History
Vendor Statements
Vendor Statements
Bill Year
Bill Month
Date Generated
Date Released
Payee Number
Payee Name
Business Type
Financial Entity
Balance Forward
Field Commissions
Adju (+)
2009 12 12/11/2009 12/11/2009 47570 FIRST HEALTH LIFE AND HEALTH Medicare $.00 $30.18 $.00
2009 11 11/13/2009 11/13/2009 47570 FIRST HEALTH LIFE AND HEALTH Medicare $.00 $30.18 $.00
2009 10 10/09/2009 10/09/2009 47570 FIRST HEALTH LIFE AND HEALTH Medicare $.00 $30.18 $.00
2009 9 09/10/2009 09/10/2009 47570 FIRST HEALTH LIFE AND HEALTH Medicare $.00 $30.18 $.00
Find

Enter the bill year and bill month and press the Enter key.

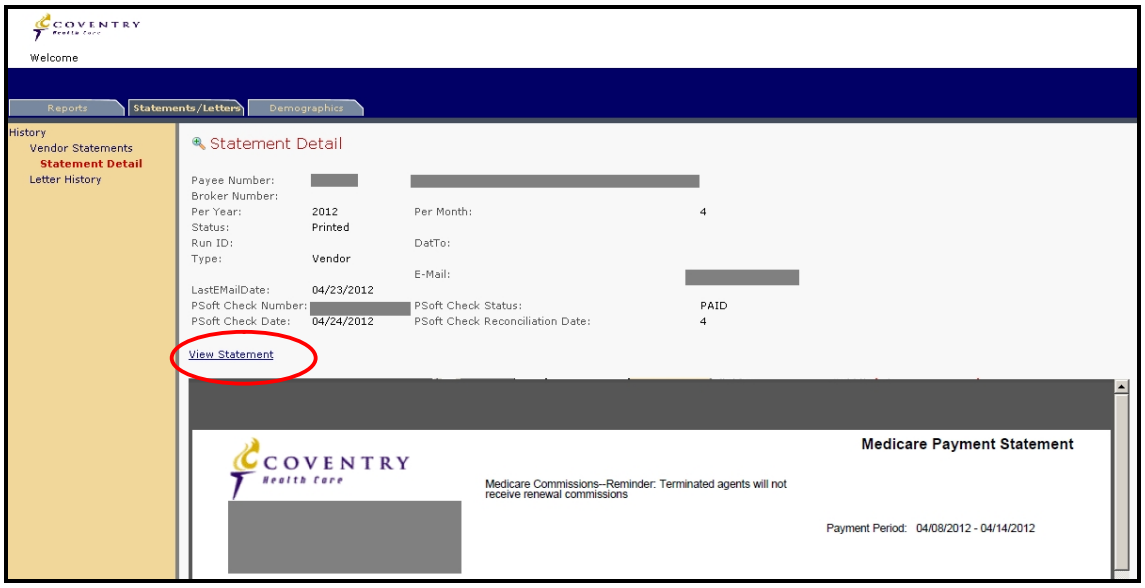
For instance, to see statements for January 2012, enter **2012** in the bill year field and **1** in the bill month field, press Enter and the statements for that period (or month) will be displayed on the lower portion of the screen.



To view the full listing once again, clear the data from the month and year fields and press Enter.

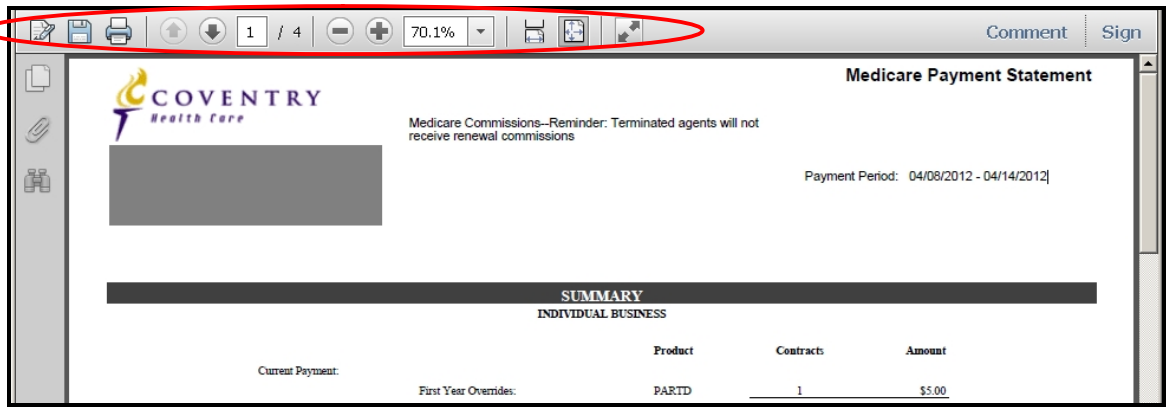

COVENTRY
Welcome
Manager
Administrator
Broker
Integration
Credentialing
Reports
Statements/Letters
Demographics
History
Vendor Statements
Letter History
Vendor Statements
Bill Year
Bill Month
Date Generated
Date Released
Payee Number
Payee Name
Business Type
2012 4 04/20/2012 04/20/2012 47170 FIRST HEALTH LIFE AND H
2012 4 04/12/2012 04/12/2012 47170 FIRST HEALTH LIFE AND H
2012 4 04/06/2012 04/06/2012 47170 FIRST HEALTH LIFE AND H
2012 3 03/30/2012 03/30/2012 47170 FIRST HEALTH LIFE AND H
2012 3 03/22/2012 03/22/2012 47170 FIRST HEALTH LIFE AND H
2012 3 03/15/2012 03/15/2012 20000 CHC OF GEORGIA HMO
2012 3 03/08/2012 03/08/2012 47170 FIRST HEALTH LIFE AND H
2012 3 03/03/2012 03/03/2012 47170 FIRST HEALTH LIFE AND H
2012 2 02/26/2012 02/26/2012 47170 FIRST HEALTH LIFE AND H
2012 2 02/16/2012 02/16/2012 47170 FIRST HEALTH LIFE AND H
2012 2 02/11/2012 02/11/2012 47170 FIRST HEALTH LIFE AND H
2012 2 02/02/2012 02/11/2012 20000 CHC OF GEORGIA HMO
2012 1 01/27/2012 02/11/2012 20000 CHC OF GEORGIA HMO
2012 1 01/20/2012 01/20/2012 47170 FIRST HEALTH LIFE AND H
2012 1 01/12/2012 01/12/2012 37000 CH&L
2012 1 01/06/2012 01/06/2012 47170 FIRST HEALTH LIFE AND H
2011 12 12/29/2011 12/29/2011 20000 CHC OF GEORGIA HMO
2011 12 12/22/2011 12/22/2011 47170 FIRST HEALTH LIFE AND H
2011 12 12/13/2011 12/13/2011 20000 CHC OF GEORGIA HMO
2011 12 12/08/2011 12/08/2011 47170 FIRST HEALTH LIFE AND H
2011 12 12/05/2011 12/05/2011 20000 CHC OF GEORGIA HMO
2011 12 12/01/2011 12/01/2011 47170 FIRST HEALTH LIFE AND H
2011 11 11/28/2011 11/28/2011 47170 FIRST HEALTH LIFE AND H
2011 11 11/21/2011 11/21/2011 47070 FIRST HEALTH LIFE AND H
2011 11 11/17/2011 11/17/2011 47170 FIRST HEALTH LIFE AND H

The first report column on the **Statements** screen is "**Bill Year"**. Click on the year and the **Statement Detail** will be generated.



The lower portion of the screen contains the commission statement. On the upper portion of the screen click on **View Statement** to see the entire statement in a new window.

The **PDF** tool bar at the top of the new Medicare Payment Statement screen will allow the user to manipulate their view of the report.



Click to show one page at a time:

Click to fill the window with each page and scroll through pages continuously:

Click to increase or decrease the size of the report on the screen:

Click to increase the magnification of the entire page:

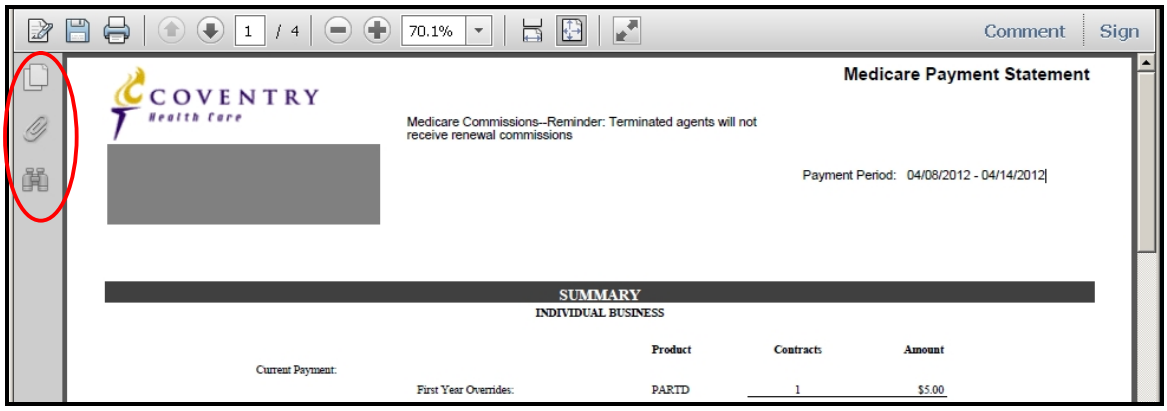
Click to decrease the magnification of the entire page:

Click to go to the next page in the document:

Click to go to the previous page in the document:

Click to print this PDF file or pages from the file:

Click to save this file to the user's computer or another location:

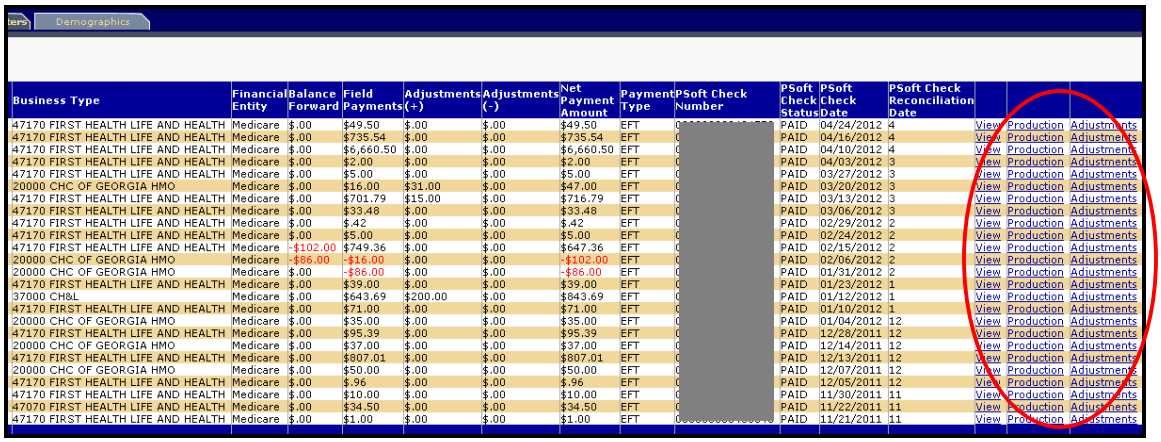


The icons located at the upper left-hand side of the screen provide additional information and maneuvering.

Go to specific pages using thumbnail images.

Search for items and see the results of the search.

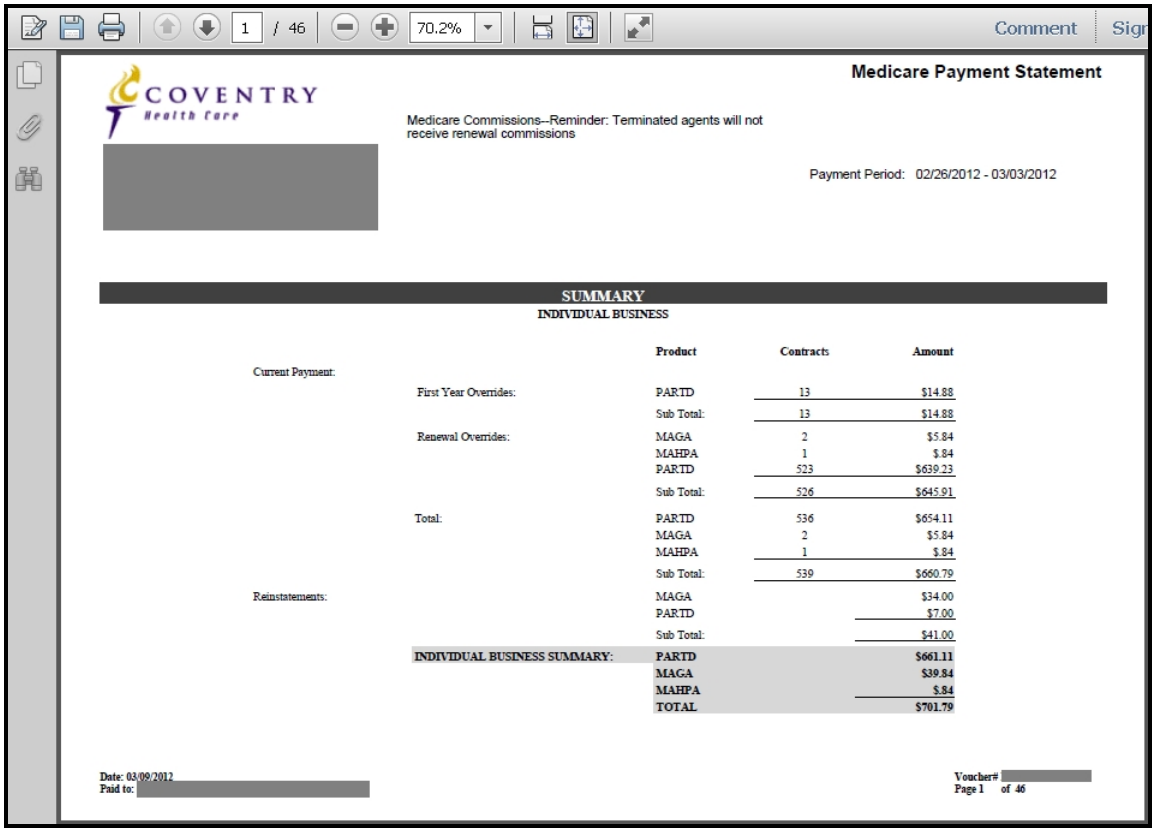
Statement, Production, and Adjustments Reports



Business Type	Financial Entity	Balance Forward	Field Payments	Adjustments (+)	Adjustments (-)	Net Payment Amount	Payment Type	PSoft Check Number	PSoft Check Status	PSoft Check Date	PSoft Check Reconciliation Date			
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$49.50	$.00	$.00	$49.50	EFT	[redacted]	PAID	04/24/2012	4	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$735.54	$.00	$.00	$735.54	EFT	[redacted]	PAID	04/16/2012	4	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$6,660.50	$.00	$.00	$6,660.50	EFT	[redacted]	PAID	04/10/2012	4	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$2.00	$.00	$.00	$2.00	EFT	[redacted]	PAID	04/03/2012	3	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$5.00	$.00	$.00	$5.00	EFT	[redacted]	PAID	03/27/2012	3	View	Production	Adjustments
20000 CHC OF GEORGIA HMO	Medicare	$.00	$16.00	$31.00	$.00	$47.00	EFT	[redacted]	PAID	03/20/2012	3	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$701.79	$15.00	$.00	$716.79	EFT	[redacted]	PAID	03/13/2012	3	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$33.48	$.00	$.00	$33.48	EFT	[redacted]	PAID	03/06/2012	3	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$.42	$.00	$.00	$.42	EFT	[redacted]	PAID	02/29/2012	2	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$5.00	$.00	$.00	$5.00	EFT	[redacted]	PAID	02/24/2012	2	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	-$102.00	$749.36	$.00	$.00	$647.36	EFT	[redacted]	PAID	02/15/2012	2	View	Production	Adjustments
20000 CHC OF GEORGIA HMO	Medicare	-$86.00	-$16.00	$.00	$.00	-$102.00	EFT	[redacted]	PAID	02/06/2012	2	View	Production	Adjustments
20000 CHC OF GEORGIA HMO	Medicare	$.00	-$86.00	$.00	$.00	-$86.00	EFT	[redacted]	PAID	01/31/2012	2	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$39.00	$.00	$.00	$39.00	EFT	[redacted]	PAID	01/23/2012	1	View	Production	Adjustments
37000 CH&L	Medicare	$.00	$643.69	$200.00	$.00	$843.69	EFT	[redacted]	PAID	01/12/2012	1	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$71.00	$.00	$.00	$71.00	EFT	[redacted]	PAID	01/10/2012	1	View	Production	Adjustments
20000 CHC OF GEORGIA HMO	Medicare	$.00	$35.00	$.00	$.00	$35.00	EFT	[redacted]	PAID	01/04/2012	12	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$95.39	$.00	$.00	$95.39	EFT	[redacted]	PAID	12/28/2011	12	View	Production	Adjustments
20000 CHC OF GEORGIA HMO	Medicare	$.00	$37.00	$.00	$.00	$37.00	EFT	[redacted]	PAID	12/14/2011	12	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$807.01	$.00	$.00	$807.01	EFT	[redacted]	PAID	12/13/2011	12	View	Production	Adjustments
20000 CHC OF GEORGIA HMO	Medicare	$.00	$50.00	$.00	$.00	$50.00	EFT	[redacted]	PAID	12/07/2011	12	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$.96	$.00	$.00	$.96	EFT	[redacted]	PAID	12/05/2011	12	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$10.00	$.00	$.00	$10.00	EFT	[redacted]	PAID	11/30/2011	11	View	Production	Adjustments
47070 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$34.50	$.00	$.00	$34.50	EFT	[redacted]	PAID	11/22/2011	11	View	Production	Adjustments
47170 FIRST HEALTH LIFE AND HEALTH	Medicare	$.00	$1.00	$.00	$.00	$1.00	EFT	[redacted]	PAID	11/21/2011	11	View	Production	Adjustments

As previously mentioned, the **View** (Statement), **Production**, and **Adjustments** fields shown above at the end of the **Statement** menu screen also generate reports.

Click on the underlined **View** (Statement) link and the PDF view of the commission statement is generated.



COVENTRY Health Care

Medicare Payment Statement

[redacted]

Medicare Commissions--Reminder: Terminated agents will not receive renewal commissions

Payment Period: 02/26/2012 - 03/03/2012

SUMMARY

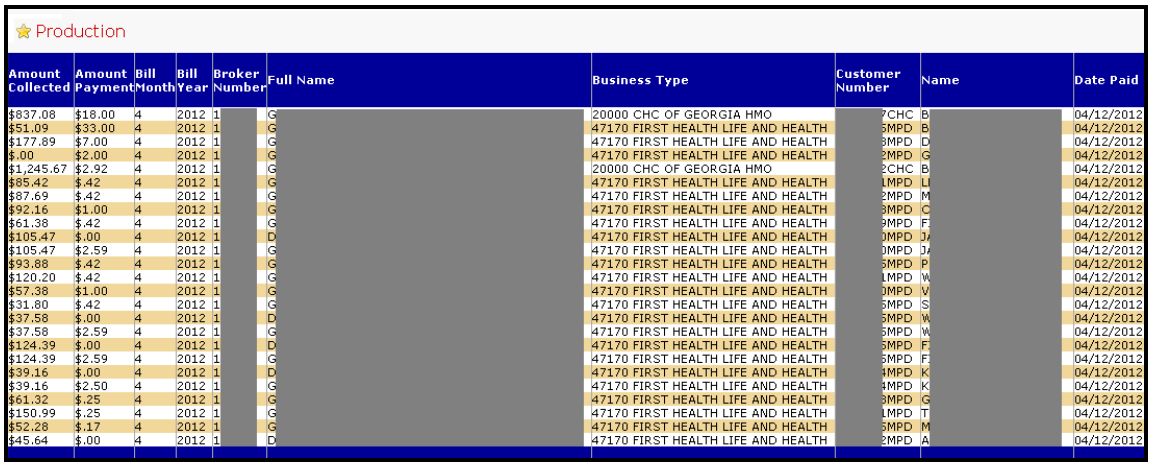
INDIVIDUAL BUSINESS

		Product	Contracts	Amount
Current Payment:				
	First Year Overrides:	PARTD	13	$14.88
		Sub Total:	13	$14.88
	Renewal Overrides:	MAGA	2	$5.84
		MAHPA	1	$.84
		PARTD	523	$639.23
		Sub Total:	526	$645.91
	Total:	PARTD	536	$654.11
		MAGA	2	$5.84
		MAHPA	1	$.84
		Sub Total:	539	$660.79
	Reinstatements:	MAGA		$34.00
		PARTD		$7.00
		Sub Total:		$41.00
	INDIVIDUAL BUSINESS SUMMARY:	**PARTD**		**$661.11**
		MAGA		**$39.84**
		MAHPA		**$.84**
		TOTAL		**$701.79**

Date: 03/09/2012
Paid to: [redacted]

Voucher# [redacted]
Page 1 of 46

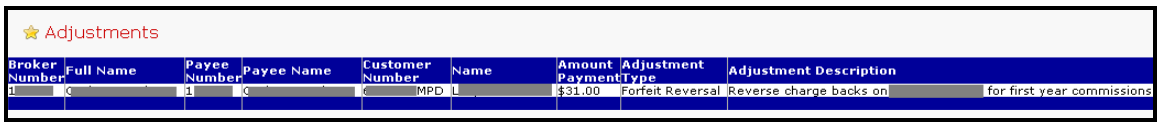
Click on the underlined **Production** link and a **Detail by Agent Writing Number and Product** production report is generated.



Production

Amount Collected	Amount Payment	Bill Month	Bill Year	Broker Number	Full Name	Business Type	Customer Number	Name	Date Paid
$837.08	$18.00	4	2012	1	G	20000 CHC OF GEORGIA HMO	7CHC	B	04/12/2012
$51.09	$33.00	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	B	04/12/2012
$177.89	$7.00	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	9MPD	D	04/12/2012
$.00	$2.00	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	2MPD	G	04/12/2012
$1,245.67	$2.92	4	2012	1	G	20000 CHC OF GEORGIA HMO	2CHC	B	04/12/2012
$85.42	$.42	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	LMPD	L	04/12/2012
$87.69	$.42	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	2MPD	M	04/12/2012
$92.16	$1.00	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	C	04/12/2012
$61.38	$.42	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	9MPD	F	04/12/2012
$105.47	$.00	4	2012	1	D	47170 FIRST HEALTH LIFE AND HEALTH	0MPD	J	04/12/2012
$105.47	$2.59	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	0MPD	J	04/12/2012
$93.88	$.42	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	P	04/12/2012
$120.20	$.42	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	LMPD	W	04/12/2012
$57.38	$1.00	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	0MPD	V	04/12/2012
$31.80	$.42	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	S	04/12/2012
$37.58	$.00	4	2012	1	D	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	W	04/12/2012
$37.58	$2.59	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	W	04/12/2012
$124.39	$.00	4	2012	1	D	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	F	04/12/2012
$124.39	$2.59	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	F	04/12/2012
$39.16	$.00	4	2012	1	D	47170 FIRST HEALTH LIFE AND HEALTH	4MPD	K	04/12/2012
$39.16	$2.50	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	4MPD	K	04/12/2012
$61.32	$.25	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	8MPD	G	04/12/2012
$150.99	$.25	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	LMPD	T	04/12/2012
$52.28	$.17	4	2012	1	G	47170 FIRST HEALTH LIFE AND HEALTH	5MPD	M	04/12/2012
$45.64	$.00	4	2012	1	D	47170 FIRST HEALTH LIFE AND HEALTH	2MPD	A	04/12/2012

Click on the underlined **Adjustments** link and an **Adjustments** report is generated. This report provides details on any manual adjustments applied to an agent's commission statement.

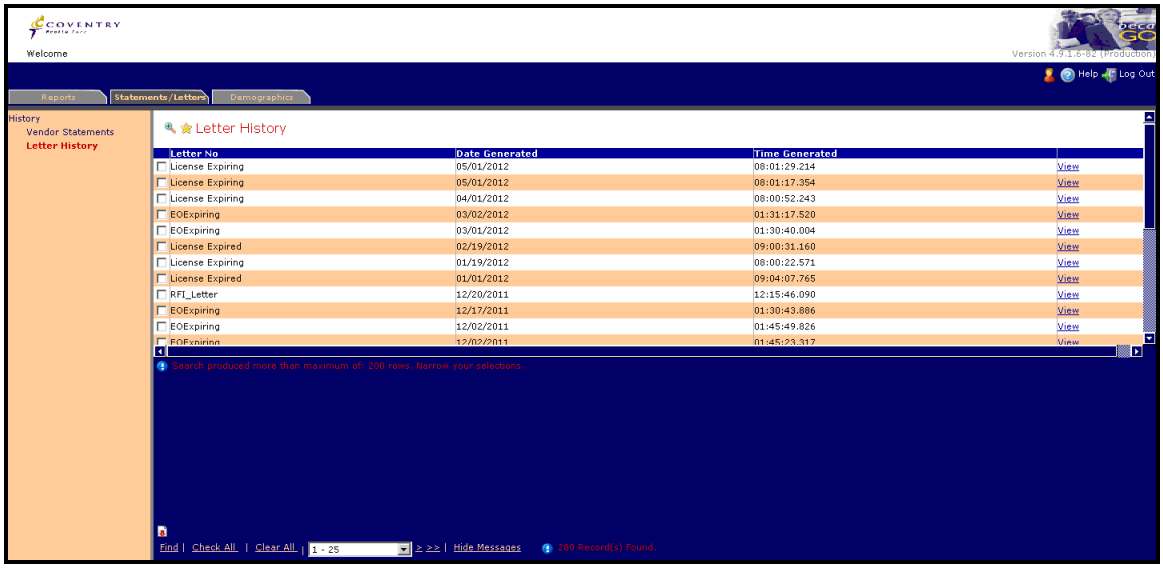


Adjustments

Broker Number	Full Name	Payee Number	Payee Name	Customer Number	Name	Amount Payment	Adjustment Type	Adjustment Description
1	G	1	G	MPD	L	$31.00	Forfeit Reversal	Reverse charge backs on for first year commissions

3.2 Letter History

Click on the tab labeled **"Statements/Letters"** and choose **"Letter History"** from the left-hand side of the screen to access letters sent by the Broker Services Department.



There are 4 *columns* in the Letter History listing:

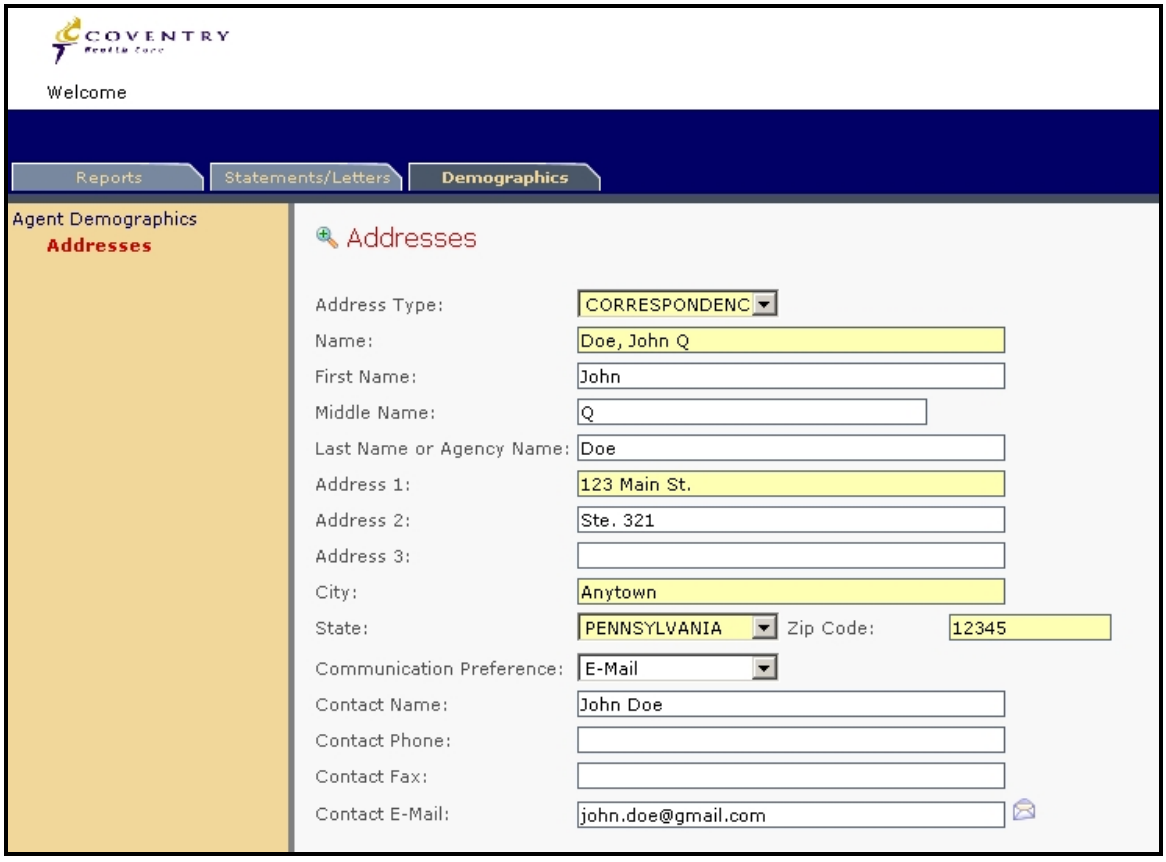
- **Letter No** (Type of Letter)
- **Date Generated** (Date Letter Sent)
- **Time Generated** (Time Sent)
- **View** (click on View to open a PDF version of a letter in a new window)

The following is a description of the letters stored in App Tracker:

- **Request for Information (RFI) Letter:** Notification that a member the agent enrolled has received a Request for Information Letter in order to complete processing of application. Missing information MUST be received within the specified timeframe to avoid the application from being denied.
- **NotReadyToSell:** An application for membership has been received with a specific Agent Writing Number, but our system indicates that the agent's Coventry Contracting/Certification is NOT complete in order to receive commissions.
- **License Expiring(/Expired):** The State License(s) on file is about to expire or has expired. In order to receive commissions on application written in that State(s), we must have an active license.
- **E&O Expiring(/Expired):** The Errors and Omissions Insurance on record for an agent is expiring or has expired. An updated policy must be received by the Broker Services Department.
- **ATNAppTracker:** An application for membership has been received with a specific Agent Writing Number attached and is being processed. With this Application Tracking Number, the application status can be conveniently tracked using App Tracker.

4. Agent Demographics

Click on the tab labeled **"Demographics"** to access the correspondence address Coventry has on file for an agent or agency.



Users should contact the Broker Services Department to make changes to their demographic information. Please see the Quick Reference Guide located at the end of this document for contact information.

5. Report Detail References

5.1 Termination Reasons

Termination Reason Code	Reason Code Description
MEMBER'S REQUEST	Member requested termination
MOVED OUT OF SERVICE AREA	Member moved out of the service area
INELIGIBLE MEMBER	Termed for no Part A/B, no valid election period, ESRD, no SNP verification, etc. This can occur from a CMS rejection, an original Coventry rejection prior to CMS submission, a term after the plan has been effective due to SNP ineligibility or CMS term.
DECEASED	Member is deceased
RETRO REQUEST	Member requested cancellation
MEMBER NON-PMT OF PREMIUM	Member termed for non-payment of premiums
CLERICAL ENROLLMENT ERROR	Contract or effective date assigned in error by Enrollment
DISENR REQUESTED BY PLAN ACCEPTED BY CMS AS SUBMITTED	Member requested disenrollment
DISENROLLMENT BASED ON ENR IN ANOTHER PLAN	Member enrolled in another plan
ENR CANCELLED - DISENROLLED PRIOR TO EFFECTIVE DATE	Member cancelled prior to effective date
AUTO TERM - EVEN OCCURRED CAUSING MEMBER TO BE DISENROLLED	Member deceased or lost A/B eligibility
ENR REJECTED DUE TO BENEFICIARY BEING DECEASED	Member is deceased
BENEFICIARY DECEASED DOD ESTABLISHED	Member is deceased
VERIFICATION CALL TERM	Member requested term during enrollment verification call

5.2 Hold/Forfeiture Reasons

Hold Reason Code	Reason Code Description
CONTRACT NOT RECEIVED	Missing/incomplete contract
INVALID APPOINTMENT	Missing/invalid appointment at the time of sale
INVALID CERTIFICATE	Invalid certificate for state & line of business
INVALID LEGAL ENTITY	Certificate is not set up for the appropriate legal entity
INVALID LICENSE	Invalid or expired license
INVALID PRODUCER	Missing producer record in ACOM
INVALID RENEWAL APPOINTMENT	Missing/invalid appointment at time of renewal commission payout
INVALID RENEWAL ATTESTATION	Missing/invalid attestation at time of renewal commission payout
INVALID RENEWAL LICENSE	Missing/invalid license at time of renewal commission payout
MEDICARE ATTESTATION	Missing/incomplete attestation at the time of sale
MEDICARE ATTESTATION FOR CCP	Missing attestation or attestation not complete at the time of sale for an MA/MAPD product
MEDICARE HIERARCHY ATTESTATION	Missing/incomplete attestation at the time of sale to qualify for override commission
MISCELLANEOUS	Manual HOLDS (Compliance) - Miscellaneous Holds
MISSING BROKER DETAIL	Missing/invalid detail screen for product sold
MISSING RENEWAL ATTESTATION	Missing/invalid attestation at time of renewal commission payout
ON MCR EXCLUSION LIST	Writing Agent is listed on a Medicare Exclusion list
PDP REFERRAL	Missing/incomplete PDP Referral program contract
PDPRSP RAPID DISENROLLMENT	Part D Retail Sales policy was terminated within 90 days of the effective date
PDPRSP VERIFICATION	Part D Retail Sales policy has not been effective for a minimum of 90 days
PENDING MCR EXCLUSION LIST	Medicare Exclusion lists are being checked to determine if Writing Agent is listed
TERMED BROKER	Agent was terminated at the time of sale
VOLUNTARY MARKETING FREEZE	Sale made during time period of a Voluntary Marketing Freeze being in place

6. Contacting the Broker Services Department (BSD)

A Quick Reference Guide for contacting the BSD with your App Tracker related questions…

- Hours of Operation:
  - 8 am – 6 pm EST, Monday – Friday
- Phone: 1-866-714-9301 (toll free)
- Fax: 1-724-741-7285
- Email: brokersupport@cvty.com
  - List the nature of the issue in the subject line
  - Responses from the BSD will be reviewed within 48 to 72 hours
- Broker Portal: broker.cvty.com

When contacting the BSD by phone, in order to expedite your call, please remember to have the following information available:

- Producer AWN (Agent Writing Number)
- Producer Name
- Name of Coventry Health Plan you are contracted with, or your Distribution Partner or upline

If you contact the BSD to inquires about an enrollment application submitted to Coventry or to inquire on a commission payment, please be prepared to provide the following information:

- Member or applicant full name
- Member or applicant Medicare ID Number
- Member or applicant DOB
- Member or applicant Address

Coventry policies and procedures safeguard our members' personal health information and prohibit release of any benefits, claims, or demographic information related to our members.

Thank you for your partnership and service to our members!